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There are different ways to achieve the same purpose, and it's determined by what way you choose. A lot of people want to pass Salesforce certification AP-209 exam to let their job and life improve, but people participated in the Salesforce Certification AP-209 Exam all knew that Salesforce certification AP-209 exam is not very simple. In order to pass Salesforce certification AP-209 exam some people spend a lot of valuable time and effort to prepare, but did not succeed.

Salesforce Advanced Field Service Accredited Professional Sample Questions (Q18-Q23):

NEW QUESTION # 18

A customer doesn't want contractors to be considered in optimization runs.
How can a consultant implement this requirement?

- A. Create 'Count Rule' Work Rule and include it in the Scheduling Policy
- B. Create 'Match Boolean' Work Rule and include it in the Scheduling Policy
- C. Create 'Extended Match' Work Rule and include it in the Scheduling Policy
- D. Create 'Match Field' Work Rule and include it in the Scheduling Policy

Answer: B

Explanation:

To exclude a specific subset of resources from being scheduled by the optimization engine, you use a Hard Constraint Work Rule.

* Option D is correct. The Match Boolean Work Rule is designed to filter resources based on a checkbox (Boolean) field.

* You would create a custom checkbox on the Service Resource object (e.g., Is_Contractor__c).

- * You configure the Match Boolean rule in the Scheduling Policy to enforce that Is_Contractor__c must be False.
- * When optimization runs, any resource where Is_Contractor__c = True fails the rule and is completely ignored/excluded from the schedule calculation.
- * Option A (Count Rule) limits volume, it doesn't exclude.
- * Options B and C (Match Field/Extended Match) match properties between the Job and the Resource (e.g., Skill or Location matching), which is not the same as a blanket exclusion of a resource type.

NEW QUESTION # 19

A customer provides services for a variety of products, and the capability for resources to perform services is often machine-specific. The customer explains that there are about 100 combinations of services and products that a single resource may support, and is concerned about performance.

Which configuration option should a consultant recommend?

- A. Configure an 'Extended Match' Work Rule to represent the services that resources perform. Utilize skills to filter resources by the vendors or products that they support
- B. Utilize an Extended Match Work Rule and custom table with records to represent each combination of services and products that a resource may support
- C. Configure skills for each combination of services and products that a resource may support
- **D. Configure skills to represent the services that resources perform. Utilize the 'Extended Match' Work Rule to filter resources by the products that they support**

Answer: D

NEW QUESTION # 20

A Customer is outsourcing some of the maintenance work to third-party contractors (named contractors, not capacity based). Unlike internal employees who have consistent working hours (Mon-Fri, 8 am-5 pm), contractors' working hours vary from day to day.

The internal employees' availability is set with Operating Hours, while the contractors' availability is set with Shifts on top of these Operating Hours. As a result, on days where the contractor's workday ends at 4 pm, for some reason the contractors still show up as valid candidates for a visit scheduled to end at 5 pm.

What should a consultant change to prevent such behavior?

- A. Change the current 'Operating Hours' assigned to everyone to end at 4 pm (instead of 5 pm) and set the 4 pm till 5 pm availability using Shifts
- **B. Create an 'Operating Hours' record with no time slots and assign it to the contractors through the STM (Service Territory Member) record. That will override the Territory's regular 'Operating Hours' and the contractor's availability will be derived only from Shifts**
- C. Instead of using Shifts, create multiple 'Operating Hours' records and assign each record to the contractor STM (Service Territory Member) and change on a daily basis
- D. Set the contractors as a 'Capacity Based' resources and limit their working hours per day

Answer: B

Explanation:

This issue arises because Salesforce Field Service calculates availability by combining Operating Hours AND Shifts. If a user has Operating Hours of 9-5, they are fundamentally "Available" during that time. A Shift is typically used to add or extend availability (or define it if using specific settings), but standard Operating Hours often take precedence as the "Base."

* Option A is correct. To have a resource's availability defined exclusively by variable Shifts, the best practice is to assign them a "Shell" or "Empty" Operating Hours record (one with zero time slots defined). With no base hours, the system looks only to the Shifts to determine when the resource is working. This ensures that if a Shift ends at 4 PM, the resource is truly unavailable at 5 PM.

* Option B is administratively impossible (you cannot automate changing the STM Operating Hours record lookup daily without complex custom code, and it's not a standard practice).

NEW QUESTION # 21

Universal Containers has a job that requires two technicians, and both must possess the skills defined as 'Required' for that job. They need to show up at the same time and work through the entire job duration together. The technicians will also need to be able to be assigned to individual jobs later that day.

Which option should an architect recommend to support this scenario?

- A. One Work Order, one child Service Appointment and two Assigned Resources
- B. One Work Order, one child Service Appointment with one Assigned Resource and a Work Order Line Item to store the second resource. Set Resource Absence on the second resource for the duration of the joint service
- C. Service Crew Resource related to one Crew and two Crew Members assigned for the whole day
- **D. One Work Order, two child Service Appointments with Appointment Dependency of 'Same Start' between them**

Answer: D

Explanation:

This is a classic "Double-Booking" vs. "Complex Work" scenario.

* Option B is correct. To book two distinct people for the same work at the same time, you create two Service Appointments. You link them using a Complex Work dependency of type Same Start. This tells the optimization engine: "Find a time where Resource A (Appointment 1) and Resource B (Appointment 2) are BOTH free, and book them simultaneously."

* Option A is incorrect because a single Service Appointment can typically only have one active Assigned Resource for scheduling purposes in the standard optimization model (unless using Crew Management, but Crews are for static teams, not ad-hoc pairs).

* Option D is incorrect because the requirement states they need to be assigned to "individual jobs later that day". Service Crews are designed for resources who stay together all day. Breaking a crew apart for half a day is administratively difficult.

* Option C is a hack (Resource Absence) that blocks the second tech's time but doesn't link them to the actual job details properly.

NEW QUESTION # 22

Universal Containers' dispatchers would like to alert technicians when emergency appointments are scheduled and dispatched to them.

Which two configurations should be recommended by the consultant to achieve this?

- A. Create a Process Builder that checks the 'In Jeopardy' field when a Service Appointment is dispatched and flagged as 'Emergency'
- B. Configure 'In Jeopardy' alerts for Field Service
- **C. Configure Custom Notifications for Field Service Mobile**
- **D. Create a flow that triggers a Custom Notification to the Assigned Resource when a Service Appointment is dispatched and flagged as an 'Emergency'**

Answer: C,D

Explanation:

To send push notifications to the Field Service mobile app based on specific criteria, you need both the configuration and the automation.

* Option B is correct: You must first enable and configure Custom Notifications for the Field Service Connected App. This ensures the mobile device is capable of receiving and displaying the specific notification type.

* Option D is correct: You need an automation trigger (Record-Triggered Flow) to detect the specific business condition: The Service Appointment Status changes to 'Dispatched' AND the Priority (or Work Type) is 'Emergency'. The flow then executes the "Send Custom Notification" action targeting the Assigned Resource user.

* Option A and C refer to "Jeopardy," which is a different feature used to warn dispatchers about impending SLA violations, not to notify technicians of new work.

NEW QUESTION # 23

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