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Scrum PSPO-II Professional Scrum Product Owner II

**NEW QUESTION # 94**  
How can organizations benefit from creating and running experiments? (choose the best answer)

- A. Experiments can help organizations test whether features are delivering value.
- B. None of the above.
- C. Experiments can help organizations validate assumptions.
- D. Experiments can help organizations determine the feasibility of a goal.
- E. Experiments can help organizations test how effective an improvement is.
- F. All of the above.

Answer: F

## NEW QUESTION # 95

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## Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Assets: This domain examines asset architecture including hierarchies and relationships, and strategies for tracking and managing customer assets throughout their lifecycle.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>Implementation Strategies and Design: This domain covers the full consulting project lifecycle from planning and requirements gathering through deployment, and determining appropriate deployment strategies and licensing needs for Field Service implementations.</li></ul>

Topic 3	<ul style="list-style-type: none"> <li>Foundation: This domain addresses modeling complex work structures like work orders, constructing maintenance plans for recurring service, and customizing the dispatcher console to improve operational efficiency.</li> </ul>
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## Get 1 year DumpsKing Salesforce AP-209 Exam Questions Free Updates

Passing the Advanced Field Service Accredited Professional exam at first attempt is a goal that many candidates strive for. However, some of them think that good Salesforce AP-209 study material is not important, but this is not true. The right AP-209 preparation material is crucial for success in the exam. And applicants who don't find updated AP-209 prep material ultimately fail in the real examination and waste money. That's why DumpsKing offers actual AP-209 exam questions to help candidates pass the exam and save their resources.

### Salesforce Advanced Field Service Accredited Professional Sample Questions (Q43-Q48):

#### NEW QUESTION # 43

A customer outsources some of the work to contractors. The contractors in company A need to be able to accept up to 4 hours of maintenance work per day, but their resources only work 9-10 am. They manage the scheduling and order of these jobs outside of Salesforce.

Contractor company B also must only accept 4 hours of work per day but work from 9-5 pm and manage their schedule inside Salesforce. The customer is using optimization.

Which two configurations need to be created to support the requirement?

- A. Configure 'Capacity Based Resources' with an 'Hours Per Time Period' of 4 and a 'Time Period' of 'Day' for contractor group A. Set Operating Hours to 9-10 am for contractor group A resources and use 'Schedule Over Lower Priority' to allow for overbooking resources
- B. Configure 'Capacity Based Resources' with an 'Hours per Time Period' of 4 and a 'Time Period' of 'Day' for contractor group A. Set Operating Hours to 9-10 am for contractor group A resources
- C. Configure a 'Scheduling Count Rule' with a 'Count Type' of 'Duration' to limit work. Use 'Relevance Groups' to apply this to resources in contractor group B. Set Operating Hours to 9-5 pm for contractor group B
- D. Configure a 'Scheduling Count Rule' with a 'Count Type' of 'Duration' to limit work for all resources. Set Operating Hours to 9-10 am for contractor group A and 9-5 pm for contractor group B

**Answer: B,C**

Explanation:

This scenario distinguishes between "External" contractors (buckets of work) and "Internal/Named" contractors (managed schedule).

\* Option C (Contractor A): Since they manage work outside Salesforce and work specific hours (9-10 am), they should be modeled as Capacity-Based Resources. This feature allows you to define a "bucket" of capacity (4 hours/day) without optimizing individual travel or start times. You simply dump work into their bucket until it is full.

\* Option A (Contractor B): Since they manage the schedule inside Salesforce (likely named users), they act like standard employees. To limit them to 4 hours of work within a 9-5 shift, you use a Work Rule (Count Rule). You configure the rule to limit "Duration" to 240 minutes (4 hours) per day and use a Relevance Group to ensure this rule only applies to Contractor B (not internal employees or Contractor A).

#### NEW QUESTION # 44

Universal Containers wants to use 'Capacity Based' contractors to complete installations that often require crews and can take more than one day.

What is true about 'Capacity Based Resources'? (Choose 2 options)

- A. Crews can be Capacity Based Resources
- B. Multi-Day Work does not support Capacity Based Resources
- C. Capacity Based Resources can be assigned to Service Appointments that have a Scheduling Dependency

- D. Complex Work does not support Capacity Based Resources

**Answer: B,D**

Explanation:

Capacity-Based Scheduling is a simplified scheduling model (buckets of work) compared to the standard, granular optimization. Because it ignores specific travel times and start times, it has significant limitations.

- \* Option B is correct: Capacity-Based Resources (contractors) cannot be assigned Multi-Day Service Appointments. They work on a "Hours per Day" or "Jobs per Day" limit, and the system cannot span a single appointment record across multiple days for them.
- \* Option C is correct: They cannot handle Complex Work (dependencies like "Start Same Time" or "Follow Immediately"). Since the engine doesn't calculate their precise start time (it just ensures they have enough hours in the day), it cannot synchronize their work with other resources.
- \* Option D is incorrect: You cannot create a Service Crew composed of Capacity-Based resources.

#### NEW QUESTION # 45

Which two statements are true regarding offline available inventory?

- A. Only the most recently created Inventory items created are primed
- B. For multi-location inventory, the app primes multiple locations and related items, but there are limits to be aware of
- C. Multi-location inventory is not supported in the mobile app
- D. Inventory items can be viewed offline but cannot be consumed offline
- E. The user's inventory is primed

**Answer: B,E**

Explanation:

Offline capabilities are a critical feature of the Field Service mobile app.

- \* Option E is correct: The fundamental behavior of the app is to "Prime" (download for offline use) the inventory associated with the Service Resource. This ensures that when a technician is in a basement with no signal, they can still view their van stock and consume parts (create Product Consumed records).
- \* Option B is correct: Salesforce Field Service supports Multi-Location Inventory (e.g., a technician has a Van location and a Garage location). The app is capable of priming these additional locations so the tech can transfer stock between them. However, consultants must be aware of data volume limits (priming thousands of parts can slow down sync times), so configuration settings restrict how far back or how many items are synced.
- \* Option D is incorrect because the app specifically allows for the consumption of parts while offline; the transactions sync back to the server once connectivity is restored.

#### NEW QUESTION # 46

Green Energy Solutions employs a field workforce and must ensure they have coverage to respond to emergencies, which may occur at any given time. GES' field service organization consists of several business units configured as Service Territories, of which a resource may support simultaneously.

Resources do not work in more than a single timezone at a given time, however, GES is looking for a solution to allow their resources to be available for emergency work in the off-hours, in all the territories that they may support.

Which solution should a consultant recommend?

- A. Create a shift for the Service Resource without a specified Service Territory, use recordset filter criteria to apply to emergencies only, and verify that the shift is contained in the Primary Territory membership dates
- B. Create a shift for the Service Resource without a specified Service Territory, set the time slot type to 'Designated' and verify that the shift is contained in the Primary Territory membership dates
- C. Service Resources cannot be assigned to more than one Service Territory
- D. Create a shift for each Service Territory the Service Resource may belong to, set the time slot type to 'Designated' to apply to emergencies only, and verify that the shift is contained in the Primary Territory membership dates

**Answer: B**

Explanation:

This scenario requires managing availability for resources who work across multiple territories (Primary and Secondary memberships) specifically for "off-hours" emergencies.

- \* Option D is correct because Shifts in Salesforce Field Service allow you to define ad-hoc availability outside of standard Operating

Hours. Crucially, if you create a Shift without specifying a Service Territory, that availability applies to the resource's Primary Territory by default. However, because the resource also holds Secondary Territory Memberships for the other business units, the scheduling engine (specifically the "Match Territory" Work Rule) recognizes this availability as valid for those territories as well, provided the shift falls within the membership dates.

- \* Setting the Time Slot Type to 'Designated' (or 'Extended') is the standard way to mark time for specific work types (like Emergencies) using Work Rules that filter on those time slot types.
- \* Option B is incorrect because creating a separate shift for every territory is administrative overhead and unnecessary when a single non-territory-specific shift can cover the resource's availability across their memberships.
- \* Option A is factually incorrect; resources can have multiple territory memberships.

#### NEW QUESTION # 47

What should a consultant recommend to help a customer with their initiative to reduce their carbon footprint?

- A. Remove the 'Match Location' Work Rule.
- B. Remove the 'ASAP' Service Objective.
- C. Give 'Minimize Travel' Service Objective the highest weight.
- D. Add the 'Maximum Travel from Home' Work Rule.

#### Answer: C

Explanation:

Reducing a carbon footprint in field service is primarily achieved by reducing the fuel consumption and distance driven by the fleet.

\* Option B is correct. The Minimize Travel Service Objective calculates the travel distance/time for each potential appointment slot. By giving this objective the highest weight in the Scheduling Policy, the optimization engine will aggressively prioritize schedules that have the shortest routes, even if it means sacrificing other metrics (like "ASAP" or "Preferred Resource"). Shorter routes directly equate to less driving and lower emissions.

\* Option A (Remove ASAP) might help slightly by removing the urgency to book "now" (which can cause inefficient routing), but it doesn't proactively optimize for low mileage like Option B does.

\* Option C (Maximum Travel Work Rule) is a hard limit (e.g., "Don't travel more than 50 miles"). While it prevents extreme outliers, it doesn't optimize the routes within that radius.

#### NEW QUESTION # 48

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