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Final Exam Outline
AP 209
Chapters: 1-6, 9, 11-15, 16-19, 21-27

Note: Your Final Exam is comprehensive. Please **add your Exam 2 – Midterm outline to this outline for completeness.**

Chapter 16:
- Know and understand all of the terminology of the chapter
- Review and explain the similarities and differences between the nervous and endocrine systems; classifications of hormones; effects on target cells; and explain the glands, their hormones they secrete and the functions of those hormones (Modules 16.1 through 16.12)
- Explain diabetes mellitus, physiological responses caused by hormones, stress response, and disorders (Modules 16.13 through 16.18)

Chapter 17:
- Know and understand all of the terminology of the chapter
- Review and explain the basics of blood, especially the formed elements (Modules 17.5, 17.6, and 17.9)
- Explain hemostasis and disorders (Modules 17.10 and 17.11)

Chapter 18:
- Know and understand all of the terminology of the chapter
- Review and explain the basics of the anatomy and function of the heart (Modules 18.3 through 18.7)
- Explain the cardiac cycle, cardiac muscle contractions, autonomic activity of the heart, cardiac output – including heart rate and stroke volume, ECG, and disease (Modules 18.8, and 18.10 through 18.16)

Chapter 19:
- Know and understand all of the terminology of the chapter
- Explain pressure, resistance, and venous return and how they affect cardiac output; capillary bed and hydrostatic pressure vs. osmotic pressure; cardiovascular regulatory mechanisms; cardiovascular system and exercise; fetal circulation; and disorders (Modules 19.5 through 19.13, and 19.24)

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Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	• Assets: This domain examines asset architecture including hierarchies and relationships, and strategies for tracking and managing customer assets throughout their lifecycle.
Topic 2	• Resource Management: This domain focuses on managing resource availability, Service Territory Management capabilities, handling different resource types, and implementing optimal scheduling strategies for field service personnel.
Topic 3	• 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.
Topic 4	• Mobile: This domain covers offline functionality in the Field Service Mobile app, mobile customization and extension options, technician management capabilities, and communication features between dispatchers, technicians, and customers.

Topic 5	• Optimization: This domain covers using service objectives for automated scheduling, global optimization engine capabilities, troubleshooting optimization issues, and strategies to improve scheduling quality and efficiency.

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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q26-Q31):

NEW QUESTION # 26
Green Energy Solutions would like to track their vehicles' availability, so that once a Work Order is created, both a Service Resource and a vehicle need to be assigned to the work, to ensure that the resource will use an available vehicle for the job. How would a consultant recommend implementing this requirement?

- A. Set the vehicle as a Service Resource, create a Work Order and two Service Appointments, one for the mobile worker and one for the vehicle, use 'Complex Work' with a dependency of type 'Immediately Follow'
- B. Set the vehicle as a Service Resource, create a Work Order and two Service Appointments, one for the mobile worker and one for the vehicle, use 'Complex Work' with a dependency of type 'Same Start'
- C. Set the vehicle as a 'Required Product'. Once the Work Order is created it will inherit the 'Required Product' and notify the resource that this vehicle needs to be used for the job
- D. Set the vehicle as a 'Required Product'. Once a resource is assigned to the work a 'vehicle' product will be consumed via the Field Service mobile App to indicate that this vehicle is being used

Answer: B

Explanation:
The requirement is to schedule two distinct resources (a Human and a Vehicle) for the same job at the same time.
* Option C is correct.
* Vehicle as Service Resource:You must model the vehicle as a Service Resource (Type: Asset) to track its availability on the Gantt and prevent double-booking.
* Complex Work (Same Start):To ensure the vehicle and the technician are booked together, you use Complex Work dependencies. "Same Start" ensures that the vehicle appointment and the technician appointment are scheduled to begin simultaneously.
* Options A and Dare incorrect becauseProductsare not scheduled. Consuming a product does not check if the vehicle is available at that specific time, potentially leading to double-booking the van.
* Option Bis incorrect because "Immediately Follow" implies a sequence (Technician finishes -> Vehicle starts), which is not how a shared ride/equipment scenario works.

NEW QUESTION # 27
Out of the below options, which three questions should a consultant typically ask during the first day of an initial implementation?

- A. What are the different types of services provided to customers? What are the skills required and the estimated duration?
- B. Which Dynamic Gantt features should be incorporated into the use cases?
- C. What Service Objectives and what should their corresponding weights be within the different Scheduling Policies?
- D. What needs to be synced with Salesforce? What integration is needed with external apps?
- E. How are the different business units set up? Geographical/ functional/ both?

Answer: A,D,E

Explanation:

During the "Day 1" or Scoping phase of an implementation, the goal is to define the high-level architecture and business model.

* A is correct:DefiningIntegrationpoints (ERP, HR, Inventory) is a foundational requirement that dictates the project scope and data strategy.

* D is correct:Defining theWork(Work Types, Skills, Durations) is the core of the Field Service data model. You cannot configure the system without knowing what services are being performed.

* E is correct:Defining theTerritory Structure(Business Units) sets up the security model, sharing settings, and resource organization.

* Options B and Care incorrect for thefirst daybecause they are detailed configuration specifics (Refinement). You cannot define "Service Objective Weights" or "Gantt Features" until you understand the basic business goals, services, and territories.

NEW QUESTION # 28

Which consideration should a consultant take when advising a customer on their Field Service Mobile App strategy, in a case where the Service Resources are named contractors who provide their own mobile devices?

- A. Set all records to private to ensure customer data confidentiality
- B. Since all Service Resources are named contractors, 'Collect Service Resource Geolocation History' should be disabled
- C. Field Service Mobile App is optimized for a handful of Android and iOS devices. Refer to 'Salesforce Help and Training' for the latest update
- D. Contractor licenses do not include access to the Field Service Mobile App

Answer: C

Explanation:

When dealing with a Bring Your Own Device (BYOD) strategy (common with contractors), device compatibility is the biggest technical hurdle.

* Option B is correct.Salesforce explicitly publishes a list ofsupported devices and operating systems (iOS and Android versions)6. Since the company does not own the phones, they cannot guarantee every contractor has a compatible device. The consultant must warn the client to check these specs against their contractors' hardware.

* Option Ais a policy decision, not a technical constraint. Youcantrack contractor location if they agree to it.

* Option Cis false; Contractor licenses (Community Plus)doinclude access to the Field Service Mobile App.

NEW QUESTION # 29

Universal Containers sells capital equipment that includes a 90-day warranty for repairs. They also offer a
'Preventative Maintenance Service Contract' for the purchase.
What data model and solution approach should a Field Service consultant recommend?

- A. Establish a new customer on-boarding administration role and have that Service Resource manually create the 'Asset' records and create custom checkbox fields to determine if the 'Asset' is under
  'Warranty' and signed up for the 'Preventative Maintenance Service Contract'
- B. Create a custom object called 'Capital Equipment' and create these records from 'Opportunity Products' when an 'Opportunity' is 'Won'. That record will have a formula checkbox field if it is under 'Warranty'.
  Create a 'Maintenance Plan' record if the customer signs up for a 'Preventative Maintenance Service Contract'
- C. Set the 'Warranty' and 'Maintenance Plan' as related lists on the 'Account' Record. Create an Automation that will trigger the creation of 'Preventive Maintenance Service Appointments' based on the related 'Maintenance Plan' if a 'Warranty' record is added as well
- D. Use 'Opportunity Products' that will create 'Assets' when the 'Opportunity' is 'Won' with automation.
  That automation can also create a 'Warranty' record for the 90 day period. If a 'Preventative Maintenance Service Contract'
  is purchased, have an automation to create a 'Service Contract' record,
  'Maintenance Plan' record, and 'Maintenance Asset' records

Answer: D

Explanation:

This option follows the standard Salesforce Field Service data model and best practices for the "Lead-to-Cash- to-Service" lifecycle.

* Option C is correct.

* Assets:Standard automation (or CPQ) converts Opportunity Line Items intoAssetrecords.

* Warranties:StandardAsset WarrantyorEntitlementrecords track the 90-day coverage.

* Maintenance:If a recurring service contract is sold, the correct objects areService Contract(the agreement) andMaintenance

Plan(the schedule/generation engine). The specific assets covered are linked viaMaintenance Assets.
* Option Ais manual and error-prone.
* Option Brecommends a custom object ("Capital Equipment") when the standardAssetobject exists specifically for this purpose.
* Option Dputs lists on the Account, losing the granularity ofwhich specific assetis covered.

NEW QUESTION # 30

Which three topics should a consultant raise during the project scoping discussion of a field service implementation?

- A. Project Objectives: what is essential
- B. Work Parameters: how work is being defined
- C. Sprint Review: to review what will be done during the sprint cycle
- D. Solution Design: request for acceptance
- E. Terminology: translate objectives and priorities into Field Service

Answer: A,B,E

Explanation:
During Scoping (the initial phase), the goal is to align on the "What" and "Why" before moving to the "How."
* Option A is correct (Work Parameters):You must define what constitutes a "Job" (Work Order), how long it takes, and what skills are needed. This is the foundation of the data model.
* Option C is correct (Terminology):Mapping the customer's language to Salesforce terms (e.g., "We have 'Truck Rolls' -> In Salesforce, that is a 'Service Appointment'") is crucial to avoid confusion throughout the project.
* Option D is correct (Project Objectives):Defining what is "Essential" (MVP) vs. "Nice to Have" sets the project boundaries and success metrics.
* Option B (Sprint Review) happensduringthe build phase (Agile methodology), not during initial scoping.
* Option E (Solution Design) is theoutputof the scoping/analysis phase, not a topic you ask about during the initial discovery.

NEW QUESTION # 31

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