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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	• 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 (Q13-Q18):

NEW QUESTION # 13
An admin notices that an org currently has a large number of qualified candidates per Service Appointment.
How can the admin reduce the number of candidates per appointment in order to improve optimization quality?

- A. The admin should use database Service Objectives such as 'Minimize Travel', 'Resource Priority' and 'Resource Preferences'
- B. The admin should log a support case, as the system should be able to handle this amount of qualified candidates
- C. The admin should move some of the resources to a different Service Territory with fewer resources; alternatively, create a new Service Territory and assign it resources
- D. The admin should reduce the number of available candidates for each appointment by addingadditional Work Rules, starting with the 'Match Territory', 'Working Territories', 'Maximum Travel From Home' and 'Extended Match' Work Rules in case they are not already applied

Answer: D

Explanation:
In Salesforce Field Service, the scheduling engine creates a list of "Qualified Candidates" based on Work Rules (Hard Constraints).
If a search returns too many candidates, it places a heavy load on the CPU and can degrade optimization performance.
* Option D is correctbecause Work Rules are the mechanism used to filter candidates. Adding rules like Match Territory(ensuring the resource belongs to the territory),Maximum Travel from Home (filtering out distant resources), orExtended Match(matching custom criteria) effectively reduces the pool of eligible techniciansbeforethe system attempts to score them. This improves the speed and quality of the schedule.
* Option A is incorrect because Service Objectives are "Soft Constraints." Theyrankcandidates (giving them a score of 0-100) but do not remove them from the list.
* Option B is a manual structural change that doesn't address the configuration issue.
* Option C is incorrect because optimization performance is directly controlled by the efficiency of the configuration (Scheduling Policy).

NEW QUESTION # 14
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 needs to be synced with Salesforce? What integration is needed with external apps?
- D. What Service Objectives and what should their corresponding weights be within the different Scheduling Policies?
- E. How are the different business units set up? Geographical/ functional/ both?

Answer: A,C,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 # 15

Universal Containers offers installation services that takes four days to complete and requires certain parts.
After the installation, a training session is provided and a swag kit and framed certificate is provided upon completion.
How should a Field Service consultant model the work so that both visits should have a qualified tech to complete work on each job?

- A. Create two Work Order Line Items, with parent-child dependency. Each Work Order Line Item has one Service Appointment: The parent Work Order Line Item has one Service Appointment (Multi Day) for installation, and one Service Appointment for training. Leverage Crews and add a Training resource as a Crew Member on the last day of the Service Appointment
- B. Create Work Order and two Service Appointments: one Service Appointment (Multi Day) for installation, and one Service Appointment for training. Leverage 'Complex Work' to ensure the training is done after the installation
- C. Create Work Order and two Work Order Line Items, each Work Order Line Item has one Service Appointment: one Service Appointment (Multi Day) for installation, and one Service Appointment for Training. Leverage 'Complex Work' to ensure the training is done after the installation
- D. Create Work Order and two Work Order Line Items, each Work Order Line Item has one Service Appointment: one Service Appointment (Multi Day) for installation, and one Service Appointment for training. When the installation Service Appointment is scheduled, update the training Service Appointment so the 'Earliest Start Date' is the day after the 'Scheduled End Date' of the installation Service Appointment

Answer: C

Explanation:
This scenario involves two distinct types of work (Installation vs. Training) with different durations and likely different skill requirements, but they are part of the same customer order.
* Option C is correct.
* Data Model:UsingWork Order Line Items (WOLIs)is the best practice here. You create one WOLI for the "Installation" (linked to a Work Type that allows Multi-Day) and a separate WOLI for "Training" (linked to a different Work Type). This allows you to track the status and skills for each part separately.
* Dependency:UsingComplex Work(specifically a "Start After Finish" dependency) ensures the Training appointment cannot be scheduled until the Installation is complete.
* Option A puts both Appointments on thesameWork Order parent. While possible, it makes it harder to report on "Training" vs "Install" costs separately and limits the ability to use different Work Types for each appointment automatically.
* Option B relies on manual updates or custom automation ("When scheduled, update..."), whereas Complex Work (Option C) handles the logic natively during optimization.

NEW QUESTION # 16

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

Answer: B

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 # 17
Which parts of the 'Dispatcher Console' support adding Custom Actions? (Choose 3 options)

- A. Multiple Service Resources in the Gantt
- B. Individual Service Appointments in the Appointment list
- C. Child Service Territories in the Gantt
- D. Individual Service Resources in the Gantt
- E. Multiple Service Appointments in the Appointment list

Answer: B,D,E

Explanation:
Custom Actions (configured in Field Service Settings) allow dispatchers to trigger Apex classes or Visualforce pages/components from the console.
* Option B is correct:You can add customactions to theResource Liston the Gantt (e.g., right-click a technician's name to "Send SMS" or "Show on Map").
* Option E is correct:You can add customactions to individualService Appointments(e.g., right-click an appointment bar or list item to "Reschedule" or "Print Label").
* Option D is correct:You can addMass Actionsto the Appointment List (select multiple checkboxes -> Actions -> "Bulk Dispatch").
* Note: You generally cannot performcustomactions on the "Service Territory" grouping headers (Option A) or multiple resources simultaneously (Option C) in the standard UI.

NEW QUESTION # 18
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