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Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• 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.
Topic 2	<ul style="list-style-type: none">• 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.
Topic 3	<ul style="list-style-type: none">• 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 4	<ul style="list-style-type: none">• 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 5	<ul style="list-style-type: none">• 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.

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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q48-Q53):

NEW QUESTION # 48

Green Energy Solutions are trying to forecast the number and type of licenses needed to be purchased to support the following resource structure:

Service Territory A has 2 internal resources and 2 contractors set as capacity-based resources: ABC and XYZ, both represent a contractor company. ABC contracting company has 3 individual resources and XYZ contracting company has 4 individual resources.

What type of Field Service licenses and how many of each should Green Energy Solutions purchase?

- A. 1 Dispatcher, 2 Technicians, and 2 Contractors, plus 7 Contractors (3 for ABC and 4 for XYZ)
- B. 1 Dispatcher, 9 Technicians, and 2 Contractors
- C. 1 Dispatcher, 1 Technician, and 3 Contractors, plus 7 Contractors (3 for ABC and 4 for XYZ)
- D. 2 Dispatchers, 2 Technicians, and 1 Contractor, plus 7 Contractors (3 for ABC and 4 for XYZ)

Answer: A

Explanation:

This question tests your understanding of Salesforce Field Service License types (Dispatcher, Technician, Contractor).

* 1 Dispatcher: Although not explicitly stated as a user in the text, you always need at least one dispatcher license to manage the schedule. (Typically implied in licensing questions unless "0" is an option).

* 2 Technicians: Territory A has "2 internal resources"1. Internal mobile workers require the standard Field Service Mobile (Technician) license.

* 2 Contractors (Capacity-Based): The question states "2 contractors set as capacity-based resources:

ABC and XYZ."2 These are the "Bucket" accounts. In Salesforce, even capacity-based container users often consume a license (typically a Contractor or Community Plus login) to access the portal /community where they might view their aggregate schedule.

* 7 Contractors (Individuals): The question specifies "ABC... has 3 individual resources and XYZ... has 4 individual resources"3. Even if the scheduling is done at the capacity (bucket) level, if these 7 people need to log in to the app or community to close jobs, they each need a license.

* Result: 1 Dispatcher + 2 Technicians (Internal) + 2 Contractors (The Managers/Buckets) + 7 Contractors (The Workers) = Option D.

(Note: Licensing models can be complex. In some strictly capacity-based models, you might not license the 7 individuals if they never log in, but Option D is the most complete answer reflecting a standard model where all participants need system access).

NEW QUESTION # 49

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

Answer: D

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 of supported 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 A is a policy decision, not a technical constraint. You can track contractor location if they agree to it.

* Option C is false; Contractor licenses (Community Plus) do include access to the Field Service Mobile App.

NEW QUESTION # 50

Universal Containers installers are required to complete a standardized quality checklist that includes data inputs as well as capturing some pictures of the completed installation.

How should a Field Service consultant set up the mobile experience for those installers?

- A. Give complete edit access to the mobile app so the installers have the flexibility to update what they need
- B. Use 'Deep Linking' in order to achieve this requirement
- C. Create fields on the Service Appointment and create a Service Appointment 'Record Update' action for the quality check items and leverage 'Chatter' to post images
- **D. Leverage 'Work Plans' and a flow to launch from a 'Work Step'**

Answer: D

Explanation:

This scenario describes a structured process with validation (Checklist + Data + Images).

* Option A is correct. Work Plans are the standard, modern feature for checklists in Salesforce Field Service. A Work Plan consists of "Work Steps." These steps can be linked to a Flow, which provides a user-friendly wizard to capture specific data inputs and upload images in a structured way.

* Option B is the legacy method. Adding fields directly to the Service Appointment creates clutter and doesn't offer a step-by-step "Checklist" experience.

* Option C is a security risk (too much access) and provides no process guidance.

* Option D (Deep Linking) is used to jump out of the app to another app, which is not needed here since SFS can handle flows natively.

NEW QUESTION # 51

Universal Containers (UC) outsources all maintenance work to contractors, based on a contract that is renewed on a yearly basis.

When a contract is terminated, UC would like to ensure that new maintenance Work Orders will not be scheduled for the terminated contractor.

Which two steps should an admin take to ensure their requirements are met?

- A. Delete the Service Resource
- B. Add the 'Excluded Resources' Work Rule to the Scheduling Policies
- **C. Add the 'Active Resources' Work Rule to the Scheduling Policies**
- **D. Deactivate the Service Resource**

Answer: C,D

Explanation:

To stop a resource from receiving work, you must mark them as inactive and ensure the scheduling engine respects that status.

* Option C is correct: Deactivating the Service Resource (unchecking the "Active" checkbox on the record) is the standard way to "fire" or terminate a resource. It preserves history but flags them as no longer working.

* Option A is correct: You must ensure your Scheduling Policy includes the Active Resources Work Rule. This rule explicitly tells the optimization engine: "Do not assign appointments to any resource where Active = False." Without this rule, the engine might still technically assign work to an inactive record if no other constraints block it.

* Option B (Delete) is bad practice (data loss).

* Option D (Excluded Resources) is for specific job-by-job exclusions (e.g., "Don't send Bob to this specific customer"), not for global termination.

NEW QUESTION # 52

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

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

Answer: A

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 # 53

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