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Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• Assets: This domain examines asset architecture including hierarchies and relationships, and strategies for tracking and managing customer assets throughout their lifecycle.
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.

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Latest AP-209 Exam Simulator, Original AP-209 Questions

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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q31-Q36):

NEW QUESTION # 31

A customer has few types of resources: internal full-time, internal part-time, and full-time contractors. The requirement is to prefer full-time employees over contractors, and contractors over part-time employees. How should a consultant implement this requirement?

- A. Use 'Resource Priority' Service Objective, set the full-time employees with priority '10', contractors with priority '9' and part-time with priority '8'.
- B. Use 'Resource Priority' Service Objective, set the full-time employees with priority '1', contractors with priority '2' and part-time employees with priority '3'.
- C. Use the 'Required Resource' Work Rule and set the full-time employees as required for all Accounts, use the 'Preferred Resource' Service Objective, and set the part-time and contractors as preferred to all Accounts.
- D. Use 'Preferred Resource' Service Objective, assign the full-time employees as preferred for all Accounts.

Answer: A

Explanation:

To tier resources generally (not per customer), you use the Resource Priority Service Objective.

* Option C is correct. The Resource Priority objective works on a scoring scale where a Higher Value indicates a Higher Priority. The optimization engine attempts to assign the appointment to the resource that yields the highest overall schedule score.

* By assigning Full-Time = 10, Contractors = 9, and Part-Time = 8, the engine will "score" the Full-Time option highest, followed by the Contractor.

* Option D uses the inverse logic (1, 2, 3). If deployed, the engine would favor the Part-Time employees (Score 3) over the Full-Time employees (Score 1), which is the opposite of the requirement.

* Options A and B refer to Preferred Resource, which is typically defined on the Account or Work Order level (e.g., "Bob is preferred for Customer X"). It is not efficient for ranking entire groups of employees globally.

NEW QUESTION # 32

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

- A. What Service Objectives and what should their corresponding weights be within the different Scheduling Policies?
- B. Which Dynamic Gantt features should be incorporated into the use cases?
- C. What are the different types of services provided to customers? What are the skills required and the estimated duration?
- 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: C,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: Defining Integration points (ERP, HR, Inventory) is a foundational requirement that dictates the project scope and data strategy.

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

* Options B and C are incorrect for the first day because 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 # 33

Universal Containers offer repair services for customers' capital equipment. Sometimes, a customer may ask a repair technician to take a look at another piece of equipment while they're on-site.

How can Universal Containers give the field worker the flexibility to extend the time on site and track that they performed service on another piece of equipment?

- A. Add two custom fields: a custom checkbox field on the Service Appointment, that if selected will trigger the creation of another Service Appointment related to the same asset with an 'Immediately follow' dependency to the current Service Appointment, and a number field to capture the duration of the new service
- B. Create a custom text field on the Work Order that will capture 'Additional work onsite' and have the Salesforce administrator update the Asset with a custom field called 'Date of the last service'
- C. Build a Field Service Mobile flow and set it as a Mobile App Extension flow that will create a Work Order Line Item populating the Asset and extend the 'Duration' and 'Scheduled End' time of the Service Appointment. Leverage 'Scheduling

Recipes' so optimization can reshuffle the remainder of the day, if the extended time requested is greater than 10 minutes

- D. Have the technician add the additional piece of equipment serviced to the 'Related Assets' list on the Work Order, and capture the 'Actual End date' upon completion

Answer: C

Explanation:

This requires a balance of data accuracy (tracking the asset) and schedule accuracy (updating the duration).

- * Option D is correct because it uses Field Service Mobile Flows, which is the best practice for guiding technicians through complex processes.
- * Data: Creating a Work Order Line Item (WOLI) is the correct data model to track work done on a specific (secondary) Asset under the main Work Order.
- * Schedule: The flow can update the current Service Appointment's Duration and Scheduled End to reflect the reality that the tech will be there longer.
- * Automation: Triggering a "Scheduling Recipe" (now typically handled via Flows/Optimization services) ensures that if the appointment runs long, subsequent appointments for the day are automatically shifted (Reshuffled) to prevent overlapping/late arrivals.
- * Options A and C fail to update the schedule duration, meaning the tech will likely be late to their next job without the dispatcher knowing. Option B creates a second appointment, which is administratively heavy for "just looking at" another asset during the same visit.

NEW QUESTION # 34

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

- A. What Service Objectives and what should their corresponding weights be within the different Scheduling Policies?
- B. Which Dynamic Gantt features should be incorporated into the use cases?
- C. What are the different types of services provided to customers? What are the skills required and the estimated duration?
- 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: C,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: Defining Integration points (ERP, HR, Inventory) is a foundational requirement that dictates the project scope and data strategy.
- * D is correct: Defining the Work (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 the Territory Structure (Business Units) sets up the security model, sharing settings, and resource organization.
- * Options B and C are incorrect for the first day because 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 # 35

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. 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
- D. 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

Answer: C

* Option Dputs lists on the Account, losing the granularity of which specific assets covered.

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