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Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
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.

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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q14-Q19):

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. How are the different business units set up? Geographical/ functional/ both?
- 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. Which Dynamic Gantt features should be incorporated into the use cases?

Answer: A,B,C

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 # 15

Which two statements are true regarding offline available inventory?

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

Answer: A,C

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 # 16

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 reduce the number of available candidates for each appointment by adding additional 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
- B. 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
- C. The admin should use database Service Objectives such as 'Minimize Travel', 'Resource Priority' and 'Resource Preferences'
- D. The admin should log a support case, as the system should be able to handle this amount of qualified candidates

Answer: A

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 correct because 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), or Extended Match (matching custom criteria) effectively reduces the pool of eligible technicians before the system attempts to score them. This improves the speed and quality of the schedule.
- * Option A is incorrect because Service Objectives are "Soft Constraints." They rank candidates (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 # 17

What are three key considerations when working with a customer on their Service Territory management design?

- A. Aligning all Territories to geographic regions
- B. Ensuring all resources have skill assignments
- C. Sizing to 1,000 Appointments per day, per Territory
- D. Sizing to 20 qualified candidates per Appointment
- E. Sizing to 50 resources per Territory

Answer: A,D,E

Explanation:

Service Territory design heavily impacts the performance of the Gantt and Optimization engine.

- * Option C is correct: Historically, Salesforce recommended keeping Service Territories to around 50 Resources to ensure the Gantt loads quickly and optimization runs efficiently. (While limits have increased, this remains a safe "rule of thumb" for design).
- * Option D is correct: Territories are almost always Geographic. This drives the travel time calculations, which are central to the Field Service value proposition.
- * Option B is correct: This refers to the Appointment Booking search space. If a territory is too massive, the engine has to score thousands of candidates, which is slow. Designing territories/policies so that the engine evaluates a focused set (e.g., ~20 qualified candidates) ensures sub-second response times for booking slots.
- * Option A (Skill assignments) is about Resources, not Territory structure.

NEW QUESTION # 18

Universal Containers has many service centers across the country in which spare parts and other inventory items are stored. Every morning, technicians are required to arrive at the service center closest to their home and pick up inventory items based on their work assignments. At the end of the day, technicians travel back to the service center to return any unused or damaged parts (travel from home to the service center and from the service center back home is at the technicians' expense).

How should the admin configure the Service Territory Member address?

- A. Use the customer's address
- B. Use the address of the service center that the technician is assigned to
- C. Use the address of the first appointment of the day
- D. Use the technician's home address

Answer: B

Explanation:

The Service Territory Member (STM) address defines the Start Location and End Location for the resource's route calculation.

- * Option C is correct. The requirement states that travel from Home to the Center is "at the technician's expense" (i.e., off the clock). Therefore, the "Official Company Route" begins when they arrive at the Service Center.
- * By setting the STM Address to the Service Center, the optimization engine assumes the technician is at the Service Center at the start of their shift.
- * The engine will then calculate travel time for: Service Center -> Job 1.
- * This matches the business requirement.
- * Option A (Home Address): If you set Home, the engine calculates: Home -> Job 1 (or Home -> Service Center). This would likely include the commute time in the daily schedule utilization, which contradicts the "at technician's expense" (off-clock) requirement.

NEW QUESTION # 19

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