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Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none"> Assets: This domain examines asset architecture including hierarchies and relationships, and strategies for tracking and managing customer assets throughout their lifecycle.
Topic 3	<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.

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Salesforce Advanced Field Service Accredited Professional Sample Questions (Q12-Q17):

NEW QUESTION # 12

Which of the following objects have fieldsets that allow controlling how the data is displayed in the 'Dispatcher Console'? (Choose 3 options)

- A. Resource Absence
- B. Service Appointment
- C. Service Resource
- D. Service Territory
- E. Assigned Resource

Answer: A,B,C

Explanation:

The Dispatcher Console (Gantt) allows admins to customize which fields are visible in various panels and tooltips using standard Salesforce Field Sets.

* A is correct (Resource Absence): You can control what information appears when a dispatcher hovers over a non-availability block (e.g., "Sick Day," "Doctor's Appointment") by editing the field set on the Resource Absence object.

* B is correct (Service Appointment): This is the most heavily customized object. You can configure field sets to control the columns in the Appointment List, the text shown on the Gantt bar, and the fields in the tooltip (hover).

* C is correct (Service Resource): You can customize the resource list (left-hand side of the Gantt) to show fields like "Vehicle Type," "Skill Level," or "Phone Number" by editing the field set on the Service Resource object.

* Options D and E: Service Territory and Assigned Resource do not have direct field sets that control the Dispatcher Console layout in the same way the primary transactional objects do.

NEW QUESTION # 13

Universal Containers want a way to automatically update customers on the technician's arrival time.

What feature of Salesforce Field Service will support this requirement?

- A. Where's my Technician?
- B. Appointment Assistant
- C. Proactive Notification
- D. Technician Tracker

Answer: B

Explanation:

Salesforce offers a dedicated product to handle customer-facing appointment communication, ETA updates and live technician tracking, sold as an add-on to Field Service.

* Option D is correct. Appointment Assistant is the Salesforce product that automatically sends appointment confirmations, reminders, and live ETA updates to customers, and also provides a real-time map link to track the technician's arrival. It is the purpose-built feature for this requirement.

* Option A is incorrect because 'Proactive Notification' is not a standard Field Service product name.

* Options B and C are incorrect because they are descriptive labels but not actual product or feature names in Salesforce Field Service.

NEW QUESTION # 14

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

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

Answer: A,B,C

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 custom actions to the Resource List on the Gantt (e.g., right-click a technician's name to "Send SMS" or "Show on Map").

* Option E is correct: You can add custom actions to individual Service Appointments (e.g., right-click an appointment bar or list item to "Reschedule" or "Print Label").

* Option D is correct: You can add Mass Actions to the Appointment List (select multiple checkboxes - > Actions - > "Bulk Dispatch").

* Note: You generally cannot perform custom actions on the "Service Territory" grouping headers (Option A) or multiple resources simultaneously (Option C) in the standard UI.

NEW QUESTION # 15

What two actions should a consultant recommend to ensure that junior employees are prioritized when installations are scheduled?

- A. Leverage a 'Match Boolean' Work Rule to match on a custom field 'Is Junior'
- **B. Increase the resource's priority on the junior Service Resource records, and increase the 'Resource Priority' Service Objective weighting**
- C. Increase the installation 'Skill Level' for the senior resources, and increase the 'Skill Level Service Objective' weighting
- **D. Update the 'Skill Level' Service Objective to 'Least Qualified'**
- E. Assign a 'Preferred Resource' to a junior service resource when a customer has an installation job

Answer: B,D

Explanation:

To prioritize junior resources without creating rigid "hard constraints" (which might prevent scheduling altogether if no junior is available), you should use Service Objectives (Soft Constraints).

* Option C is correct (Resource Priority):By assigning a higher priority value to Junior Service Resource records and adding the "Resource Priority" objective to the scheduling policy, the optimization engine calculates a higher score for these resources. This acts as a general "preference" to use them whenever possible.

* Option E is correct (Least Qualified):The "Skill Level" Service Objective has a setting called "Prefer Least Qualified." When enabled, the engine prefers the resource who has the lowest skill level that still meets the job requirement. For example, if a job requires Skill Level 50, and you have a Senior (Level 90) and a Junior (Level 55), the engine will pick the Junior. This is a best practice to prevent "over-qualified" resources (Seniors) from being booked on routine jobs, keeping them free for complex tasks.

NEW QUESTION # 16

Green Energy Solutions performs solar panel maintenance activities on their customers' Assets and has several customers in Narnia, a remote isolated town within the Service Territory. There is only one resource covering that territory.

The dispatcher noticed that instead of grouping all of the Narnia activities for the same day, optimization is spreading these activities across the entire week, adding maintenance activities at other locations on the way to and back from Narnia.

Although when comparing in a test environment the two schedules, the way optimization is behaving today produces lower weekly total travel than when grouping all Narnia visits to the same day, Green Energy Solutions would prefer to have the resource complete all solar panel maintenance activities at Narnia on the same day, as it will help with change management and user acceptance.

Which three different configuration changes could a consultant evaluate to drive such optimization behavior?

(Choose 3 options)

- **A. Set the priority for all of Narnia customers' Service Appointments to be higher than the priority of the rest of the Appointments**
- **B. Leverage the 'Extended Match Rule' to define Narnia based services using a Custom Object, and set time based coverage of that area for only one day within the week**
- C. Add another instance of the 'Minimize Travel' Service Objective to the Scheduling Policy, setting 'Exclude Home Base Travel' to be 'True'
- D. Draw a polygon around Narnia and use the 'PolygonUtils' class to group Narnia based activities to be scheduled on the same day
- **E. Create an 'Operating Hours' record with only one day of availability within the week, and assign it as 'Visiting Hours' to any Work Order that is related to a Narnia based customer**

Answer: A,B,E

Explanation:

The optimizer is already producing the mathematically lowest-travel result; the business wants to override that to consolidate Narnia visits to a single day. Several configuration levers can force the engine to favor same-day grouping.

* Option A is correct. An Extended Match Rule with a custom 'Coverage' object can express the requirement that Narnia services are only valid on one specified day of the week. This hard rule forces all Narnia work into the same day.

* Option B is correct. Assigning Visiting Hours on the Work Order that restricts Narnia customer visits to a single day per week

constrains the engine to schedule all those appointments within that window, achieving the same-day grouping.

* Option E is correct. Raising priority on Narnia customers makes the optimizer schedule them earlier in the planning sequence.

Combined with a tight time horizon, this often clusters them together because the optimizer satisfies high-priority work before filling gaps with lower-priority visits.

* Option C is incorrect because 'PolygonUtils' is not a Salesforce Field Service class used to constrain scheduling.

* Option D is incorrect because the customer already understands they will pay higher travel; adding another Minimize Travel objective would only reinforce the current undesired spread.

NEW QUESTION # 17

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