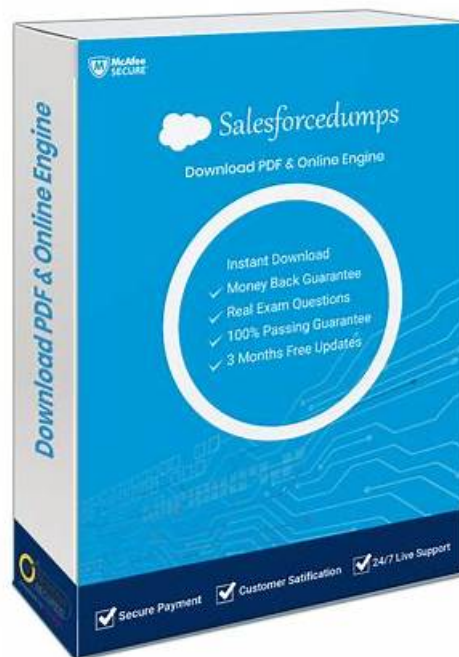


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## Salesforce AP-209 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• Assets: This domain examines asset architecture including hierarchies and relationships, and strategies for tracking and managing customer assets throughout their lifecycle.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>• 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.</li></ul>

## Salesforce Advanced Field Service Accredited Professional Sample Questions (Q25-Q30):

### NEW QUESTION # 25

A customer provides services for a variety of products, and the capability for resources to perform services is often machine-specific. The customer explains that there are about 100 combinations of services and products that a single resource may support, and is concerned about performance.

Which configuration option should a consultant recommend?

- A. Configure an 'Extended Match' Work Rule to represent the services that resources perform. Utilize skills to filter resources by the vendors or products that they support
- B. Utilize an Extended Match Work Rule and custom table with records to represent each combination of services and products that a resource may support
- C. Configure skills for each combination of services and products that a resource may support
- **D. Configure skills to represent the services that resources perform. Utilize the 'Extended Match' Work Rule to filter resources by the products that they support**

**Answer: D**

### NEW QUESTION # 26

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. 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
- C. 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'
- **D. 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

**Answer: D**

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 # 27

Universal Containers services customers in the public sector. When technicians are needed for repair jobs in government buildings, it is crucial that only technicians with the relevant security badge are selected for the job.

Which two configuration options can a consultant recommend to achieve the business requirement?

- A. Use time-phased skills in order to ensure that only resources with security badges can perform the job
- **B. Include the 'Extended Match' Work Rule in the relevant Scheduling Policies**
- C. Create 'Resource Preferences' of Type 'Required' for Accounts that require specific Service Resources
- D. Create an Apex Trigger that deletes 'Assigned Resources' that are not defined as 'Required Resources' for the Account
- **E. Include the 'Match Boolean' Work Rule in the relevant Scheduling Policies**

**Answer: B,E**

Explanation:

To filter resources based on strict criteria (like security clearance), you use Work Rules (Hard Constraints).

\* Option B is correct (Match Boolean): This is a simple, effective method for binary requirements. You place a checkbox on the Service Appointment (e.g., "Requires Security Badge") and a corresponding checkbox on the Service Resource (e.g., "Has Security Badge"). The Match Boolean Work Rule enforces that if the Appointment is checked, the Resource must also be checked.

\* Option E is correct (Extended Match): If the requirement is more complex (e.g., matching a specific type or level of badge), the Extended Match Work Rule is best. It allows you to match a field on the Service Appointment (or Work Order) to a related list or field on the Service Resource. For example, matching the "Badge Type" required by the Government Account to the "Badge Type" held by the Resource.

\* Note: While Skills (Option C) are also commonly used for this, the question specifically points toward Work Rule configurations (Boolean/Extended) often used for strict compliance attributes.

### NEW QUESTION # 28

Green Energy Solutions employs a field workforce and must ensure they have coverage to respond to emergencies, which may occur at any given time. GES' field service organization consists of several business units configured as Service Territories, of which a resource may support simultaneously.

Resources do not work in more than a single timezone at a given time, however, GES is looking for a solution to allow their resources to be available for emergency work in the off-hours, in all the territories that they may support.

Which solution should a consultant recommend?

- A. Create a shift for the Service Resource without a specified Service Territory, use recordset filter criteria to apply to emergencies only, and verify that the shift is contained in the Primary Territory membership dates
- B. Create a shift for each Service Territory the Service Resource may belong to, set the time slot type to 'Designated' to apply to emergencies only, and verify that the shift is contained in the Primary Territory membership dates
- C. Service Resources cannot be assigned to more than one Service Territory
- **D. Create a shift for the Service Resource without a specified Service Territory, set the time slot type to 'Designated' and verify that the shift is contained in the Primary Territory membership dates**

**Answer: D**

Explanation:

This scenario requires managing availability for resources who work across multiple territories (Primary and Secondary memberships) specifically for "off-hours" emergencies.

\* Option D is correct because Shifts in Salesforce Field Service allow you to define ad-hoc availability outside of standard Operating Hours. Crucially, if you create a Shift without specifying a Service Territory, that availability applies to the resource's Primary Territory by default. However, because the resource also holds Secondary Territory Memberships for the other business units, the scheduling engine (specifically the "Match Territory" Work Rule) recognizes this availability as valid for those territories as well, provided the shift falls within the membership dates.

\* Setting the Time Slot Type to 'Designated' (or 'Extended') is the standard way to mark time for specific work types (like Emergencies) using Work Rules that filter on those time slot types.

\* Option B is incorrect because creating a separate shift for every territory is administrative overhead and unnecessary when a single non-territory-specific shift can cover the resource's availability across their memberships.

\* Option A is factually incorrect; resources can have multiple territory memberships.

### NEW QUESTION # 29

Universal Containers stores critical job information in the description field on the Service Appointment.

Dispatchers need to have a view into this data from the Gantt with minimal clicks, job information is often many characters.

What should a consultant recommend to meet their requirements?

- A. Add the description field to the 'Service Appointment List Preview' field set on Service Appointment, this field set controls the fields that appear when a user hovers on the appointment information icon
- **B. Add the description field to the 'Service Tooltip Gantt' field set on Service Appointment, this field set controls the tooltip layout shown when hovering over an appointment on the Gantt**
- C. Add the description field to the 'Service Appointment List Columns' field set on Service Appointment. Adjust column widths to expose the entire description field, this field set controls the fields that appear in the appointment list as columns
- D. Create a list view and add the description field as a column to appear in the Service Appointment list view within the Gantt

**Answer: B**

Explanation:

The requirement is to see data "from the Gantt" (the visual chart) with "minimal clicks."

\* Option D is correct. The Service Tooltip Gantt field set on the Service Appointment object controls the pop-up text box that appears when a dispatcher hovers their mouse over a Service Appointment bar on the Gantt chart. This requires zero clicks and is the fastest way to inspect details like "Description" without opening the full record.

\* Options A, B, and C refer to the "Appointment List" (the textual list on the left side of the console).


While useful, scrolling through long descriptions in a list column is difficult (Option A) and requires looking away from the Gantt chart itself.

### NEW QUESTION # 30

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