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Salesforce

AP-209

Advanced Field Service Accredited Professional



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Question: 1

What considerations should be made when configuring offline capabilities in the Field Service Mobile App?

(Choose two)

Response:

- A. Ensuring that critical data is available offline.
- B. Limiting offline access to Knowledge articles only.
- C. Configuring automatic synchronization when connectivity is restored.
- D. Restricting work order updates in offline mode.

Answer: A,C

Question: 2

What is the purpose of Service Objectives in Salesforce Field Service optimization?

Response:

- A. To track technician performance.
- B. To define priorities for scheduling and dispatching tasks.
- C. To manage customer service contracts.
- D. To configure recurring service appointments.

Answer: B

Question: 3

What is the benefit of running a simulation in Field Service optimization?

Response:

- A. It automates the approval process for work orders.
- B. It evaluates the impact of different scheduling scenarios without affecting live data.
- C. It ensures service contracts are aligned with customer needs.
- D. It tracks customer feedback on optimization performance.

Answer: B

Question: 4

Which key factor determines resource assignment for a work order?

Response:

- A. The technician's service report history.
- B. The technician's skills and availability.
- C. The service contract's end date.
- D. The customer's account hierarchy.

Answer: B

Question: 5

What is the primary benefit of using Maintenance Plans in Field Service?

Response:

- A. To automate recurring work orders for asset maintenance.
- B. To create optimized schedules for all service appointments.
- C. To manage technician skills and certifications.
- D. To track the usage history of service territories.

Answer: A

Question: 6

During the design phase of a Field Service implementation, what should be the primary focus?

Response:

- A. Configuring automation workflows.
- B. Identifying gaps between business needs and system capabilities.
- C. Assigning territories to field technicians.
- D. Creating reports for dispatcher analytics.

Answer: B

Question: 7

Which Salesforce feature is essential for managing technician availability in Field Service?

Response:

- A. Gantt Chart
- B. Resource Absences
- C. Service Reports
- D. Knowledge Articles

Answer: B

Question: 8

Which feature can improve optimization quality for large teams?
Response:

- A. Advanced Territory Mapping
- B. Custom Scheduling Policies
- C. Real-Time Dispatch Notifications
- D. Predictive Maintenance Analytics

Answer: B

Question: 9

What are the capabilities of Service Objectives in Field Service?
(Choose two)
Response:

- A. Setting priority rules for work orders.
- B. Adjusting technician absences automatically.
- C. Evaluating optimization quality.
- D. Automating recurring service appointments.

Answer: A,C

Question: 10

What are the key benefits of using Scheduling Policies in Field Service?
(Choose two)
Response:

- A. Ensuring compliance with business rules.
- B. Automatically creating asset hierarchies.
- C. Reducing technician travel time.

D. Managing recurring billing for service appointments.

Answer: A,C

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