



Salesforce

AP-209 Exam

Advanced Field Service Accredited Professional

Exam Latest Version: 6.0

DEMO Version

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Question 1. (Multi Select)

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.

Correct Answer: A, C

Question 2. (Single Select)

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.

Correct Answer: B

Question 3. (Single Select)

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.

Correct Answer: B

Question 4. (Single Select)

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

Correct Answer: B

Question 5. (Single Select)

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

Correct Answer: B



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