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Salesforce AP-209

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QUESTION NO: 1

What are the two related lists a consultant will need to pay attention to when viewing Assets that may have been replaced and/or upgraded by new Assets out in the field?

A. Related Assets related list as it shows Assets that replaced the current Asset

B. Related Assets related list as it shows Assets that the current Asset replaced

C. Primary Assets related list as it shows Assets that the current Asset replaced

D. Primary Assets related list as it shows Assets that replaced the current Asset

ANSWER: A D

Explanation:

Asset replacement and upgrade history is represented through the standard Asset Relationship record, which connects a primary asset to a related asset and identifies the nature of that relationship. When a field asset is replaced, the original asset is the primary asset and the newly installed asset is the related asset. Consequently, the **Related Assets related list as it shows Assets that replaced the current Asset** lets a user viewing the original asset see the replacement or upgraded asset linked to it. Conversely, when a user opens the newer asset, the relationship is viewed in the opposite direction through the **Primary Assets related list as it shows Assets that the current Asset replaced**. This provides the backward history needed to identify the retired or superseded asset. Consultants should add and review both related lists on the Asset page layout so technicians and service managers can navigate replacement chains regardless of whether they start from the old asset or the newly deployed asset. Salesforce documents Asset Relationship as the object used to associate assets, including its primary Asset and Related Asset references: Salesforce AssetRelationship Object Reference. See also Salesforce's Assets documentation for standard asset-management context.

QUESTION NO: 2

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:

Resource Absence, Service Appointment, and Service Resource are the Field Service objects whose field sets support configurable Dispatcher Console display information. On Service Appointment, field sets let an administrator determine the operational details dispatchers see while reviewing and scheduling work, including information presented in appointment-focused console areas. This enables the console to expose the fields that are most useful for prioritization, scheduling, and day-to-day dispatch decisions.

Service Resource field sets support displaying relevant resource information in the console, helping dispatchers identify and compare the people, crews, and assets available to perform work. Resource Absence field sets similarly provide configurable information for absence records, so nonavailability can be represented with meaningful details when dispatchers assess capacity and scheduling constraints.

These field sets are an important declarative customization mechanism: administrators can tailor console visibility without changing the underlying Field Service scheduling model or writing code. Salesforce documents Dispatcher Console configuration and the supported field-set-based display customizations in its Field Service guidance. See Salesforce Help: Dispatcher Console and Trailhead: Field Service Dispatcher Console.

QUESTION NO: 3

Green Energy Solutions decided to start selling maintenance services to their install base of solar panels, in addition to the solar panel itself. GES would like better visibility into the value their maintenance contracts provide to customers by tracking the availability and reliability of their solar panels.

Which calculation is correct?

A. Availability = (expected uptime - accumulated planned and unplanned downtime) / expected uptime

B. Asset uptime = Availability / Reliability

C. Availability = (expected uptime - accumulated unplanned downtime) / expected uptime

D. Reliability = (expected uptime - accumulated planned and unplanned downtime) / expected uptime

ANSWER: A

Explanation:

Availability = (expected uptime - accumulated planned and unplanned downtime) / expected uptime is the correct calculation. In Salesforce Field Service asset management, availability measures the proportion of an asset's expected operating time during which it is actually available for use. Therefore, every period in which the solar panel is unavailable reduces availability, regardless of whether the outage was scheduled maintenance or an unexpected failure. The calculation begins with the asset's expected uptime for the measured period, subtracts all accumulated downtime, and divides the result by expected uptime to produce an availability percentage.

This KPI gives Green Energy Solutions a practical view of the service delivered to customers: a panel undergoing planned maintenance is temporarily not available to generate energy, just as it is unavailable during an unplanned outage. Field Service tracks downtime records against assets and uses planned versus unplanned classifications to support availability and reliability reporting. Reliability is a separate measure focused on avoiding unplanned interruptions, whereas availability reflects the asset's overall usable time. See Salesforce's Field Service asset management documentation and the Field Service maintenance Trailhead module for asset and maintenance-management concepts.

QUESTION NO: 4

Universal Containers would like to track Asset downtime.

What should a consultant recommend if a company wants to track Asset downtime?

A. Use 'Asset Timelines'.

B. Create a custom object to track.

C. Create custom fields on the Asset record to track.

D. Use 'Asset Downtime Periods'.

ANSWER: D

Explanation:

Use 'Asset Downtime Periods'. Salesforce Field Service provides Asset Downtime Periods specifically to record intervals during which an asset is unavailable for normal use. A downtime period is associated with the relevant asset and captures the start and end of the outage, creating a repeatable historical record rather than reducing availability tracking to a single value on the Asset record. This enables service teams to maintain an accurate operational history for equipment that

experiences multiple outages over its lifecycle. The information can support maintenance planning, service analysis, and visibility into asset availability when dispatchers and technicians review asset-related work. Because downtime is inherently time-based and may occur many times for the same asset, the purpose-built Asset Downtime Periods capability provides the appropriate data structure and Field Service behavior without requiring custom configuration. Consultants should ensure the feature is enabled and that the appropriate users have access to create and view downtime-period records. Salesforce documents Asset Downtime Period as part of the Field Service data model and asset-management functionality. See the Salesforce Field Service Asset Downtime Period developer documentation and the Salesforce Trailhead overview of Field Service assets.

QUESTION NO: 5

Universal Containers wants to use 'Capacity Based' contractors to complete installations that often require crews and can take more than one day.

What is true about 'Capacity Based Resources'? (Choose 2 options)

A. Capacity Based Resources can be assigned to Service Appointments that have a Scheduling Dependency

B. Multi-Day Work does not support Capacity Based Resources

C. Complex Work does not support Capacity Based Resources

D. Crews can be Capacity Based Resources

ANSWER: B C

Explanation:

“Multi-Day Work does not support Capacity Based Resources” is correct because capacity-based scheduling assigns work against an aggregate daily capacity, such as hours per day or jobs per day. It does not model a capacity-based resource’s detailed, continuous schedule across multiple days for a single service appointment. Consequently, appointments that require multiday scheduling aren’t supported by this scheduling model.

“Complex Work does not support Capacity Based Resources” is also correct. Complex work relies on precise scheduling behavior, including coordinated assignment and timing for related appointments, dependencies, or multiple resources. Capacity-based scheduling is designed to determine whether sufficient capacity remains in a time bucket rather than to calculate the detailed start and end times needed to coordinate complex work. It is therefore intended for simpler contractor-capacity scenarios, not installations requiring multiday work or detailed resource synchronization.

Salesforce Field Service distinguishes capacity-based scheduling from optimization-based scheduling because capacity-based resources are planned through defined daily capacity rather than individual, granular calendars. For additional background, see Salesforce’s Capacity-Based Scheduling documentation and the Field Service Basics Trailhead module.

QUESTION NO: 6

Green Energy Solutions wants mobile workers to record time spent travelling, performing service work, and attending internal training. Supervisors must review the recorded time by weekly pay period.

Which two configurations should a consultant recommend? (Choose 2 options)

A. Enable Time Sheets for the Field Service implementation

B. Create Time Sheet Templates for the weekly pay period

C. Create Resource Absence records for every travel and training activity

D. Require technicians to update the Actual Duration field on every Service Appointment

E. Create a scheduling policy with the Resource Utilization Service Objective

ANSWER: A B

Explanation:

Enable **Time Sheets** because Time Sheets and Time Sheet Entries provide the Field Service data model for recording a service resource's working time. Time Sheet Entries can represent time associated with service work as well as other work categories, such as travel or training.

Create **Time Sheet Templates** to define the recurring weekly time-sheet period for the applicable resources. The template provides the required pay-period structure so that supervisors can review time consistently. Resource Absences only represent unavailability, while Service Appointments alone do not provide a complete weekly time-recording process.

QUESTION NO: 7

A customer has few types of resources: internal full-time, internal part-time, and full-time contractors. The requirement is to prefer full-time employees over contractors, and contractors over part-time employees.

How should a consultant implement this requirement?

A. Use 'Preferred Resource' Service Objective, assign the full-time employees as preferred for all Accounts.

B. Use the 'Required Resource' Work Rule and set the full-time employees as required for all Accounts, use the 'Preferred Resource' Service Objective, and set the part-time and contractors as preferred to all Accounts.

C. Use 'Resource Priority' Service Objective, set the full-time employees with priority '10', contractors with priority '9' and part-time with priority '8'.

D. Use 'Resource Priority' Service Objective, set the full-time employees with priority '1', contractors with priority '2' and part-time employees with priority '3'.

ANSWER: C

Explanation:

Use 'Resource Priority' Service Objective, set the full-time employees with priority '10', contractors with priority '9' and part-time with priority '8'. The Resource Priority service objective lets Optimization evaluate and favor Service Resources according to the relative priority values configured for those resources. A higher Resource Priority value represents a stronger preference, so assigning descending values of 10, 9, and 8 directly models the required ranking: internal full-time employees are favored first, then full-time contractors, then internal part-time employees. This approach is appropriate because the requirement is a general preference by resource category, rather than a requirement tied to a specific account, work type, territory, or individual appointment. Resource priority is considered by the optimization process along with the other active objectives and rules in the scheduling policy, allowing the optimizer to select the preferred category when feasible while still producing viable schedules when availability, skills, operating hours, travel, or other constraints require a different assignment. Configure the Resource Priority service objective in the scheduling policy used for optimization, and maintain the indicated priority value on each applicable Service Resource record. Salesforce Field Service scheduling-policy objectives are designed to express these optimization preferences: Salesforce Help: Service Objectives. For implementation context on defining the resources used by Field Service scheduling, see Salesforce Help: Service Resources.

QUESTION NO: 8

A customer doesn't want contractors to be considered in optimization runs.

How can a consultant implement this requirement?

A. Create 'Count Rule' Work Rule and include it in the Scheduling Policy

B. Create 'Match Field' Work Rule and include it in the Scheduling Policy

C. Create 'Extended Match' Work Rule and include it in the Scheduling Policy

D. Create 'Match Boolean' Work Rule and include it in the Scheduling Policy

ANSWER: D

Explanation:

Create 'Match Boolean' Work Rule and include it in the Scheduling Policy is the appropriate implementation because this work rule evaluates checkbox values on the service appointment and candidate service resource during scheduling and optimization. A consultant can use a Boolean field that identifies whether a resource is a contractor, then configure the rule so that appointments intended for the regular workforce match only resources whose contractor indicator is false. As a result, contractor resources fail the rule's eligibility condition and aren't considered as candidates when the optimization engine builds and evaluates schedules. The work rule must be activated and added to the scheduling policy used by the relevant optimization runs; the policy is what instructs Salesforce Field Service to enforce that eligibility constraint. This approach keeps the contractor designation on the resource record and applies the exclusion consistently at scheduling time, rather than requiring contractors to be manually removed from territories or deactivated. Salesforce Field Service work rules define the constraints used to determine suitable candidates, while scheduling policies combine those rules for optimization. See Salesforce's Work Rules documentation and the Scheduling Policies documentation.