



## Free Salesforce AP-209 Practice Questions

Shared by Nieves on 13-08-2026

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## Question 1

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Question Type: MultipleChoice

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A customer needs to cancel all appointments within a specific area due to climate changes that boosted a bushfire.

How should a consultant recommend implementing this requirement?

### Options:

- A- Draw a polygon on the map for the bushfire area and use the bulk action to 'Unschedule' the appointments
- B- Create a report for the appointments that are located in this area and use a data import tool to change the appointment's status to 'Canceled'
- C- Change the priority for the appointments to a low priority and run 'In-Day Optimization'
- D- Create a custom list view for the appointments that should be cancelled, select the appointments and use the 'Unschedule' action

### Answer:

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A

### Explanation:

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The Dispatcher Console Map is the most efficient tool for geographic mass actions.

Option A is correct. Salesforce Field Service allows dispatchers to draw custom Map Polygons directly on the Gantt map. Once a polygon is drawn around the affected bushfire area, the dispatcher can right-click the polygon (or use the actions menu) to perform Mass Actions on all Service Appointments contained within that shape. 'Unschedule,' 'Cancel,' or 'Flag' are standard bulk actions available in this context.

Option B (Reports/Data Loader) is too slow for an emergency response.

Option C (Optimization) would just move the appointments to later times, not cancel/unschedule them.

Option D (List View) is difficult because defining a 'bushfire area' using text filters (City, Zip) is often inaccurate compared to drawing the precise boundary on a map.

## Question 2

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Question Type: MultipleChoice

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A customer wants to assign work to Resources by postal code coverages, each Resource covering one or more postal codes. The solution must also support Scheduling and Optimization.

What should a consultant recommend to meet the customer's requirements?

### Options:

- A- Model each postal code as a record in a custom object, and use the 'Extended Match' Work Rule to assign the Resources to Appointments within their postal code coverage using another custom junction object
- B- Use 'Match Fields', set the relevant postal code coverage on the resources level and on the Service Appointment level
- C- Model each postal code as a skill, assign the skill to the relevant Resources, and set the skill as a required skill for each Service Appointment within the postal code area
- D- Define each postal code as a Service Territory, assign Resources through STM (Service Territory Member) record to the Territory they need to cover

### Answer:

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A

### Explanation:

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Mapping resources to specific Zip Codes (which are not necessarily Service Territories) is a common high-volume requirement.

Option A is correct. Creating a standard Service Territory for every postal code (Option D) creates a hierarchy that is too deep and hurts performance.

Instead, modeling 'Zip Code Coverage' as a Custom Object (or data table) allows for a cleaner data model. You then use the Extended Match Work Rule. This rule is highly flexible; it can verify that the Zip Code on the Service Appointment matches a record in the Zip Codes Covered related list on the Service Resource. This supports optimization without bloating the Territory or Skill tables.

Option B (Match Fields) only works for 1-to-1 matching (e.g., The Resource has one zip field). It cannot easily handle a resource covering 50 different zip codes unless you use the custom object approach described in A.

### Question 3

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Question Type: MultipleChoice

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What is the best practice to upload a photo that is taken by the mobile worker to a Work Order?  
(Select 2 options)

#### Options:

- A- Use a quick action of type 'Upload Photo'
- B- Leverage the Field Service Mobile flow and add image upload component
- C- Edit the Work Order record through the SFS Mobile App and add the photo as an attachment
- D- Post the photo via the 'Feed' tab
- E- Use a quick action of type 'Attach File'

#### Answer:

A, B

#### Explanation:

Salesforce Field Service provides specific tools for capturing rich media in a structured way.

Option B is correct (Mobile Flow): This is the modern best practice. By using a Flow with the File Upload (or Image) screen component, you can guide the technician to take a photo at a specific step in the process (e.g., 'Take a photo of the completed installation'). This ensures consistency.

Option A is correct (Quick Action): You can configure Quick Actions (specifically Global or Object-Specific actions for File Uploads) in the Field Service Mobile app extension settings. This provides a one-tap button for technicians to launch the camera and attach a file directly to the record.

Note: While Option D (Chatter Feed) is possible, it is unstructured data. Options A and B are the 'Best Practice' recommendations for process adherence.

### Question 4

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Question Type: MultipleChoice

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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?

### Options:

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- A- Service Resources cannot be assigned to more than one Service Territory
- 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- 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
- 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:

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D

### Explanation:

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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.

## Question 5

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Question Type: MultipleChoice

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

How can a consultant implement this requirement?

Options:

- 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:

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D

Explanation:

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To exclude a specific subset of resources from being scheduled by the optimization engine, you use a Hard Constraint Work Rule.

Option D is correct. The Match Boolean Work Rule is designed to filter resources based on a checkbox (Boolean) field.

You would create a custom checkbox on the Service Resource object (e.g., Is\_Contractor\_\_c).

You configure the Match Boolean rule in the Scheduling Policy to enforce that Is\_Contractor\_\_c must be False.

When optimization runs, any resource where Is\_Contractor\_\_c = True fails the rule and is completely ignored/excluded from the schedule calculation.

Option A (Count Rule) limits volume, it doesn't exclude.

Options B and C (Match Field/Extended Match) match properties between the Job and the Resource (e.g., Skill or Location matching), which is not the same as a blanket exclusion of a resource type.

## Question 6

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Question Type: MultipleChoice

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A division of Green Energy Solutions has different work hours for each day, and the daily hours are inconsistent from one week to another (example: this Monday 9 am-4 pm, this Tuesday 8 am-6 pm, next Monday 8 am-3 pm, next Tuesday 9 am-2 pm). This creates a lot of overhead.

What can an administrator configure to add efficiencies into their scheduling process and mitigate administrative overhead?

### Options:

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- A- Create Operating Hours for all combinations and build a workflow to change the Service Territory Operating Hours every week
- B- Create Operating Hours with no availability, and use Shifts to define the daily changing availability
- C- Create Operating Hours that encompasses all the hours, then create non availabilities for the hours that are off on a given day
- D- Create a Service Territory with Operating Hours that encompasses all the hours, then create jobs for the specific hours needed to be covered

### Answer:

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B

### Explanation:

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This addresses the 'Shift vs. Operating Hours' architecture.

Option B is correct. When a schedule has no consistent weekly pattern, using standard Operating Hours (which repeat Mon-Sun indefinitely) is inefficient. The best practice is to assign the Service Territory Member (the resource) a 'Shell' Operating Hours record that has zero time slots (No Availability).

You then use Shifts to define the specific working times for specific dates (e.g., 'Nov 1st: 9am-2pm').

Because the base Operating Hours are empty, the Scheduling Engine looks only at the Shifts to determine availability. This avoids the conflict of having to 'subtract' time from a standard day or constantly update the base record.

## Question 7

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Question Type: MultipleChoice

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Universal Containers would like to track Asset downtime.

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

### Options:

- 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:

Salesforce Field Service provides a standard object specifically designed to track when an Asset is unavailable, so that availability and reliability KPIs can be reported accurately.

Option D is correct. 'Asset Downtime Periods' is the standard out-of-the-box object that records when an Asset is down, including the start and end time and whether the downtime was planned or unplanned. These records are used to calculate Availability and Reliability metrics, and they integrate with maintenance and service contract reporting.

Option A is incorrect because 'Asset Timelines' is a visualization tool that displays Asset history, not the data store that captures downtime.

Options B and C are incorrect because a custom object or custom fields would duplicate functionality that Salesforce already provides natively, and would not integrate with the standard Availability/Reliability calculations.

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