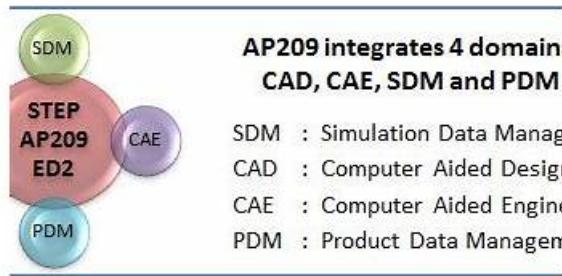


AP-209最新関連参考書 & AP-209再テスト



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Salesforce AP-209 認定試験の出題範囲:

トピック	出題範囲
トピック 1	<ul style="list-style-type: none">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.
トピック 2	<ul style="list-style-type: none">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.
トピック 3	<ul style="list-style-type: none">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.

>> AP-209最新関連参考書 <<

便利なAP-209最新関連参考書 & 合格スムーズAP-209再テスト | 素晴らしいAP-209受験体験 Advanced Field Service Accredited Professional

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Salesforce Advanced Field Service Accredited Professional 認定 AP-209 試験問題 (Q30-Q35):

質問 #30

Which two statements are true regarding offline available inventory?

- A. For multi-location inventory, the app primes multiple locations and related items, but there are limits to be aware of

- B. The user's inventory is primed
- C. Multi-location inventory is not supported in the mobile app
- D. Only the most recently created Inventory items created are primed
- E. Inventory items can be viewed offline but cannot be consumed offline

正解: A、B

解説:

Offline capabilities are a critical feature of the Field Service mobile app.

* Option E is correct: The fundamental behavior of the app is to "Prime" (download for offline use) the inventory associated with the Service Resource. This ensures that when a technician is in a basement with no signal, they can still view their van stock and consume parts (create Product Consumed records).

* Option B is correct: Salesforce Field Service supports Multi-Location Inventory (e.g., a technician has a Van location and a Garage location). The app is capable of priming these additional locations so the tech can transfer stock between them. However, consultants must be aware of data volume limits (priming thousands of parts can slow down sync times), so configuration settings restrict how far back or how many items are synced.

* Option D is incorrect because the app specifically allows for the consumption of parts while offline; the transactions sync back to the server once connectivity is restored.

質問 #31

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

正解: B、E

解説:

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.

質問 #32

Which three topics should a consultant raise during the project scoping discussion of a field service implementation?

- A. Work Parameters: how work is being defined
- B. Project Objectives: what is essential
- C. Terminology: translate objectives and priorities into Field Service
- D. Sprint Review: to review what will be done during the sprint cycle
- E. Solution Design: request for acceptance

正解: A、B、C

解説:

During Scoping (the initial phase), the goal is to align on the "What" and "Why" before moving to the "How."

* Option A is correct (Work Parameters): You must define what constitutes a "Job" (Work Order), how long it takes, and what skills are needed. This is the foundation of the data model.

- * Option C is correct (Terminology): Mapping the customer's language to Salesforce terms (e.g., "We have 'Truck Rolls' -> In Salesforce, that is a 'Service Appointment'") is crucial to avoid confusion throughout the project.
- * Option D is correct (Project Objectives): Defining what is "Essential" (MVP) vs. "Nice to Have" sets the project boundaries and success metrics.
- * Option B (Sprint Review) happens during the build phase (Agile methodology), not during initial scoping.
- * Option E (Solution Design) is the output of the scoping/analysis phase, not a topic you ask about during the initial discovery.

質問 #33

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?

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

正解: A

解説:

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.

質問 #34

Which consideration should a consultant take when advising a customer on their Field Service Mobile App strategy, in a case where the Service Resources are named contractors who provide their own mobile devices?

- A. Contractor licenses do not include access to the Field Service Mobile App
- B. **Field Service Mobile App is optimized for a handful of Android and iOS devices. Refer to 'Salesforce Help and Training' for the latest update**
- C. Set all records to private to ensure customer data confidentiality
- D. Since all Service Resources are named contractors, 'Collect Service Resource Geolocation History' should be disabled

正解: B

解説:

When dealing with a Bring Your Own Device (BYOD) strategy (common with contractors), device compatibility is the biggest technical hurdle.

* Option B is correct. Salesforce explicitly publishes a list of supported devices and operating systems (iOS and Android versions). Since the company does not own the phones, they cannot guarantee every contractor has a compatible device. The consultant must warn the client to check these specs against their contractors' hardware.

* Option A is a policy decision, not a technical constraint. You can track contractor location if they agree to it.

* Option C is false; Contractor licenses (Community Plus) do include access to the Field Service Mobile App.

質問 #35

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