

信頼的なAP-209日本語資格取得試験-試験の準備方法- 権威のあるAP-209関連日本語版問題集



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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">リソース管理: この領域は、リソースの可用性、サービステリトリー管理機能、さまざまなリソースタイプの取り扱い、およびフィールドサービス担当者向けの最適なスケジューリング戦略の実装に重点を置いています。
トピック 2	<ul style="list-style-type: none">最適化: この分野では、サービス目標を用いた自動スケジューリング、グローバル最適化エンジンの機能、最適化に関する問題のトラブルシューティング、およびスケジューリングの品質と効率を向上させるための戦略について扱います。
トピック 3	<ul style="list-style-type: none">資産: この領域では、階層構造や関係性を含む資産アーキテクチャ、および顧客資産のライフサイクル全体にわたる追跡と管理のための戦略について検討します。

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Salesforce Advanced Field Service Accredited Professional 認定 AP-209 試験 問題 (Q29-Q34):

質問 # 29

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

正解: B、C

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 # 30

Universal Containers has a job that requires two technicians, and both must possess the skills defined as 'Required' for that job. They need to show up at the same time and work through the entire job duration together. The technicians will also need to be able to be assigned to individual jobs later that day.

Which option should an architect recommend to support this scenario?

- **A. One Work Order, two child Service Appointments with Appointment Dependency of 'Same Start' between them**
- B. One Work Order, one child Service Appointment with one Assigned Resource and a Work Order Line Item to store the second resource. Set Resource Absence on the second resource for the duration of the joint service
- C. One Work Order, one child Service Appointment and two Assigned Resources
- D. Service Crew Resource related to one Crew and two Crew Members assigned for the whole day

正解: A

解説:

This is a classic "Double-Booking" vs. "Complex Work" scenario.

* Option B is correct. To book two distinct people for the same work at the same time, you create two Service Appointments. You link them using a Complex Work dependency of type Same Start. This tells the optimization engine: "Find a time where Resource A (Appointment 1) and Resource B (Appointment 2) are BOTH free, and book them simultaneously."

* Option A is incorrect because a single Service Appointment can typically only have one active Assigned Resource for scheduling purposes in the standard optimization model (unless using Crew Management, but Crews are for static teams, not ad-hoc pairs).

* Option D is incorrect because the requirement states they need to be assigned to "individual jobs later that day". Service Crews are designed for resources who stay together all day. Breaking a crew apart for half a day is administratively difficult.

* Option C is a hack (Resource Absence) that blocks the second tech's time but doesn't link them to the actual job details properly.

質問 # 31

Universal Containers (UC) outsources all maintenance work to contractors, based on a contract that is renewed on a yearly basis.

When a contract is terminated, UC would like to ensure that new maintenance Work Orders will not be scheduled for the terminated contractor.

Which two steps should an admin take to ensure their requirements are met?

- **A. Add the 'Active Resources' Work Rule to the Scheduling Policies**
- **B. Deactivate the Service Resource**
- C. Add the 'Excluded Resources' Work Rule to the Scheduling Policies

- D. Delete the Service Resource

正解: A、B

解説:

To stop a resource from receiving work, you must mark them as inactive and ensure the scheduling engine respects that status.

* Option C is correct: Deactivating the Service Resource (unchecking the "Active" checkbox on the record) is the standard way to "fire" or terminate a resource. It preserves history but flags them as no longer working.

* Option A is correct: You must ensure your Scheduling Policy includes the Active Resources Work Rule. This rule explicitly tells the optimization engine: "Do not assign appointments to any resource where Active = False." Without this rule, the engine might still technically assign work to an inactive record if no other constraints block it.

* Option B (Delete) is bad practice (data loss).

* Option D (Excluded Resources) is for specific job-by-job exclusions (e.g., "Don't send Bob to this specific customer"), not for global termination.

質問 # 32

Green Energy Solutions has resources in multiple countries and time zones. Each country has different holidays and permitted working hours.

What should the consultant configure to support this?

- A. Service Territories, Operating Hours and Resource Absences
- B. Skills, Operating Hours, Time Slots and Holidays
- C. Work Types, Resource Availabilities and Operating Hours
- D. Service Territories, Resource Capacity and Business Hours

正解: A

解説:

To model international workforces in Salesforce Field Service, specific objects handle geography, time, and exceptions.

* Option B is correct.

* Service Territories: Used to define the geographical areas (Countries/Regions). Crucially, the Time Zone is defined on the Service Territory record.

* Operating Hours: Used to define the "Permitted Working Hours" (e.g., Mon-Fri, 9-5). These are assigned to the Service Territory or Service Territory Member.

* Resource Absences: Used to model time off, such as public holidays or sick days, where the resource is unavailable. (Note: Holidays can also be linked directly to Operating Hours, but Resource Absences are the distinct records created on the Gantt).

* Option A is incorrect because "Business Hours" is a Service Cloud (Support) object used for Case Entitlements, not Field Service scheduling. "Resource Capacity" is used for contractors (Capacity-Based Scheduling), not for defining standard working hours.

質問 # 33

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?

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

正解: D

解説:

This scenario requires managing availability for resources who work across multiple territories (Primary and Secondary

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