

# 素敵なAP-209模試エンジン試験-試験の準備方法-素晴らしいAP-209出題内容



P.S. JapancertがGoogle Driveで共有している無料かつ新しいAP-209ダンプ： <https://drive.google.com/open?id=1b2LRDqBq6guxlBQo9iqO2P0zLbhAyyw9Y>

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弊社は成立以来、ますます完全的になっている体系、もっと豊富になっている問題集、より安全的になっている支払保障、よりよくなるサービスを持っています。現在提供するAP-209の資料は多くのお客様に認可されました。あなたは試験に参加したいなら、我々の全面的なAP-209問題集はあなたに大助けを提供します。

>> AP-209模試エンジン <<

## 真実的なSalesforce AP-209模試エンジン & 合格スムーズAP-209出題内容 | 検証するAP-209日本語版と英語版

このような時代を維持するために、新しい知識が出現した場合、最新のニュースを追求し、開発傾向全体の方角性を把握する必要があります。AP-209トレーニングの質問は常にパフォーマンスを向上させています。作業

スタッフは、AP-209準備試験の更新を毎日のルーチンとしてチェックしています。AP-209学習教材を購入した後、1年間の無料アップデートを提供します。AP-209学習教材の新しいバージョンがあれば、1年以内に無料でメールボックスに最新バージョンを送信します。

## 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"><li>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.</li></ul>
トピック 2	<ul style="list-style-type: none"><li>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.</li></ul>
トピック 3	<ul style="list-style-type: none"><li>Resource Management: This domain focuses on managing resource availability, Service Territory Management capabilities, handling different resource types, and implementing optimal scheduling strategies for field service personnel.</li></ul>
トピック 4	<ul style="list-style-type: none"><li>Optimization: This domain covers using service objectives for automated scheduling, global optimization engine capabilities, troubleshooting optimization issues, and strategies to improve scheduling quality and efficiency.</li></ul>

## Salesforce Advanced Field Service Accredited Professional 認定 AP-209 試験問題 (Q11-Q16):

### 質問 # 11

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. Set all records to private to ensure customer data confidentiality
- C. Since all Service Resources are named contractors, 'Collect Service Resource Geolocation History' should be disabled
- **D. Field Service Mobile App is optimized for a handful of Android and iOS devices. Refer to 'Salesforce Help and Training' for the latest update**

正解: D

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 # 12

Technicians are tasked with performing product upgrades at customer sites. During the upgrade process, a new product is installed to replace the obsolete product. For reporting purposes, the information about the obsolete and upgraded products, as well as the customer for which the upgrade is done should be tracked in Salesforce.

Which object should an admin configure to support this process?

- A. Child Asset
- **B. Asset Relationship**
- C. Maintenance Asset

- D. Asset Warranty

正解: B

解説:

This question asks how to track the history/link between an old asset and a new one.

\* Option C is correct. The Asset Relationship object is a standard Salesforce object designed specifically to link two assets. It includes fields like Relationship Type (which can be set to "Replacement,"

"Upgrade," etc.) and From Date/To Date. This creates a clear lineage: Asset A was replaced by Asset B.

\* Option A (Child Asset) implies a hierarchy (one is part of the other), not a replacement.

\* Option D (Maintenance Asset) is used for Maintenance Plans (PMs), not for tracking swap/upgrade history.

### 質問 # 13

What should a consultant recommend to help a customer with their initiative to reduce their carbon footprint?

- A. Remove the 'Match Location' Work Rule.
- **B. Give 'Minimize Travel' Service Objective the highest weight.**
- C. Add the 'Maximum Travel from Home' Work Rule.
- D. Remove the 'ASAP' Service Objective.

正解: B

解説:

Reducing a carbon footprint in field service is primarily achieved by reducing the fuel consumption and distance driven by the fleet.

\* Option B is correct. The Minimize Travel Service Objective calculates the travel distance/time for each potential appointment slot. By giving this objective the highest weight in the Scheduling Policy, the optimization engine will aggressively prioritize schedules that have the shortest routes, even if it means sacrificing other metrics (like "ASAP" or "Preferred Resource"). Shorter routes directly equate to less driving and lower emissions.

\* Option A (Remove ASAP) might help slightly by removing the urgency to book "now" (which can cause inefficient routing), but it doesn't proactively optimize for low mileage like Option B does.

\* Option C (Maximum Travel Work Rule) is a hard limit (e.g., "Don't travel more than 50 miles"). While it prevents extreme outliers, it doesn't optimize the routes within that radius.

### 質問 # 14

Green Energy Solution is getting more work for the next 3 weeks. They are engaging a new third-party contractor to help with some work for that time.

What should the admin recommend?

- **A. Creating a Capacity Based Resource and giving it capacity for the next 3 weeks**
- B. Creating a Capacity Based Resource and deleting it after 3 weeks
- C. Creating a Resource and giving it capacity for the next 3 weeks
- D. Creating a Resource and deleting it after 3 weeks

正解: A

解説:

The key here is that it is a Third-Party Contractor and a Temporary engagement.

\* Option C is correct.

\* Capacity Based: Contractors are typically modeled as "Capacity Based Resources" (buckets of work) rather than named individuals, as you usually don't track their specific travel or breaks- you just know they can take "X hours of work per day."

\* Giving Capacity: You would define the capacity only for the specific 3-week period. Once the capacity records end, the scheduling engine will naturally stop assigning work to them.

\* Options B and D (Deleting): It is never a best practice to delete a Service Resource record after use.

You need the record to remain in the system to preserve the Audit Trail and historical data of the Work Orders they completed. You simply deactivate them or stop giving them capacity.

### 質問 # 15

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 'Resource Priority' Service Objective, set the full-time employees with priority '1', contractors with priority '2' and part-time employees with priority '3'.
- 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 'Preferred Resource' Service Objective, assign the full-time employees as preferred for all Accounts.
- **D. Use 'Resource Priority' Service Objective, set the full-time employees with priority '10', contractors with priority '9' and part-time with priority '8'.**

正解: D

解説:

To tier resources generally (not per customer), you use the Resource Priority Service Objective.

\* Option C is correct. The Resource Priority objective works on a scoring scale where a Higher Value indicates a Higher Priority. The optimization engine attempts to assign the appointment to the resource that yields the highest overall schedule score.

\* By assigning Full-Time = 10, Contractors = 9, and Part-Time = 8, the engine will "score" the Full-Time option highest, followed by the Contractor.

\* Option D uses the inverse logic (1, 2, 3). If deployed, the engine would favor the Part-Time employees (Score 3) over the Full-Time employees (Score 1), which is the opposite of the requirement.

\* Options A and B refer to Preferred Resource, which is typically defined on the Account or Work Order level (e.g., "Bob is preferred for Customer X"). It is not efficient for ranking entire groups of employees globally.

## 質問 # 16

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AP-209試験はJapancertの教材を準備し、高品質で合格率が高く、実際のAP-209試験を十分に理解しており、AP-209学習教材を長年にわたって作成した専門家によって完了します。彼らは、AP-209試験の準備をするときに受験者が本当に必要とするものを非常によく知っています。また、実際のAP-209試験の状況を非常によく理解しています。実際の試験がどのようなものかをお知らせします。AP-209試験問題のソフトバージョンを試すことができます。これにより、実際の試験をシミュレートできます。

AP-209出題内容: <https://www.japancert.com/AP-209.html>

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- BONUS!!! Japancert AP-209ダンプの一部を無料でダウンロード: <https://drive.google.com/open?id=1b2LRDqBq6guxlBQo9iqO2P0zLbhAyw9Y>