

AP-226證照指南 & AP-226參考資料

時間	課程綱要
09:00-12:00	<ul style="list-style-type: none">國際健康建築趨勢分享: IWBI 亞洲區副總裁張為舜WELL 認證簡介WELL AP 考試介紹
12:00-13:00	午餐時間
13:00-17:00	<ul style="list-style-type: none">WELL 十大概念: 空氣、水、營養案例分享 & 考題實戰演練

時間	課程綱要
09:00-12:00	<ul style="list-style-type: none">WELL 十大概念: 光、運動、熱舒適、聲環境案例分享 & 考題實戰演練
12:00-13:00	午餐時間
13:00-17:00	<ul style="list-style-type: none">WELL 十大概念: 材料、精神、社區、創新世界最高健康建築-台北101場域參訪

2026 KaoGuTi最新的AP-226 PDF版考試題庫和AP-226考試問題和答案免費分享：<https://drive.google.com/open?id=1gl6Imie-SdZ-pSoayWYrAFFgcNVWfZ9m>

KaoGuTi Salesforce的AP-226考試認證培訓資料是互聯網裏最好的培訓資料，在所有的培訓資料裏是佼佼者。它不僅可以幫助你順利通過考試，還可以提高你的知識和技能，也有助於你的職業生涯在不同的條件下都可以發揮你的優勢，所有的國家一視同仁。

在生活中我們不要不要總是要求別人給我什麼，要想我能為別人做什麼。工作中你能為老闆創造很大的價值，老闆當然在乎你的職位，包括薪水。一樣的道理，如果我們一直屈服於一個簡單的IT職員，遲早會被淘汰，我們應該努力通過IT認證，一步一步走到最高層，KaoGuTi Salesforce的AP-226考試認證的練習題及答可以幫助我們快捷方便的通往成功的道路，而且享受保障政策，已經有很多IT人士在行動了，就在KaoGuTi Salesforce的AP-226考試培訓資料，當然不會錯過。

>> AP-226證照指南 <<

AP-226參考資料 & AP-226測試

來吧，讓暴風雨來得更猛烈些吧！那些想通過IT認證的考生面臨那些考前準備將束手無策，但是又不得不準備，從而形成了那種急躁不安的心理狀態。不過，自從有了KaoGuTi Salesforce的AP-226考試認證培訓資料，那種心態將消失的無蹤無影，因為有了KaoGuTi Salesforce的AP-226考試認證培訓資料，他們可以信心百倍，不用擔心任何考不過的風險，當然也可以輕鬆自如的面對考試了，這不僅是心理上的幫助，更重要的是通過考試獲得認證，幫助他們拼一個美好的明天。

最新的 Accredited Professional Certification AP-226 免費考試真題 (Q117-Q122):

問題 #117

The customer needs flexibility for future modifications to workflows and processes. Which design approach promotes maintainability?

- A. Develop complex custom code for every functionality to achieve specific needs.
- B. Utilize external applications and extensive third-party integrations for various functionalities.
- C. Leverage standard Salesforce features like Process Builder and Flow for visual workflow creation.
- D. Design rigid workflows with limited room for future adjustments or customizations.

答案：C

解題說明：

Salesforce promotes using standard features for flexibility and ease of maintenance. Using tools like Process Builder and Flow allows

businesses to visually create, understand, and modify workflows without the need for complex code. This approach supports maintainability as modifications can be made easily by administrative staff rather than requiring developer intervention each time, which aligns with option "B. Leverage standard Salesforce features like Process Builder and Flow for visual workflow creation."
Reference: Salesforce Documentation on Process Builder

問題 #118

The customer requests a single view of customer interactions across all channels. Which Salesforce feature best addresses this need?

- A. Configure a Knowledge Base with searchable articles and FAQs for self-service options.
- B. Integrate Salesforce with a Customer Relationship Management (CRM) system for a combined customer profile.
- **C. Utilize Omni-Channel Routing to unify case routing and agent availability across channels.**
- D. Implement the Customer Community for forum discussions and support ticket submission.

答案： C

解題說明：

Omni-Channel Routing in Salesforce provides a unified view of customer interactions across all channels by efficiently managing case routing and tracking agent availability. This feature ensures that all customer interactions, whether through email, phone, chat, or social media, are visible and manageable in a single console, thus enhancing the ability to provide consistent and informed customer service. Therefore, "A. Utilize Omni-Channel Routing to unify case routing and agent availability across channels" is the best option for achieving a single view of customer interactions across various communication platforms.

Reference: Salesforce Omni-Channel Routing

問題 #119

The customer needs to ensure data security and access controls for sensitive customer information. Which security requirement is most important?

- A. Regularly conduct security audits and vulnerability assessments to identify potential risks.
- B. Encrypt customer data at rest and in transit to protect against unauthorized access.
- **C. Configure field-level security to restrict access to sensitive data based on user roles.**
- D. Implement multi-factor authentication (MFA) for secure agent logins and access.

答案： C

解題說明：

Field-Level Security (FLS) is a fundamental security feature in Salesforce that allows administrators to control access to specific fields based on user roles. This feature is crucial for ensuring that sensitive customer data is only accessible by authorized personnel, thereby providing a targeted approach to data security and compliance. "B. Configure field-level security to restrict access to sensitive data based on user roles" is therefore the most important security requirement for managing access to sensitive information effectively.

Reference: Salesforce Field-Level Security

問題 #120

The correct steps for UC to create a service report with 50 object references are

A consultant has cloned a standard bot as an Enhanced Bot for Universal Containers inbound conversations, which created a simple Omni-Channel flow for the bot. What does the consultant need to specify to use this flow in the channel setting other than selecting the flow?

- **A. Route Work Item**
- B. Fallback Queue
- C. Inbound Flow Action

答案： A

解題說明：

For the consultant who has cloned a standard bot to an Enhanced Bot for Universal Containers, specifying the "Route Work Item" setting in the channel setup is necessary after selecting the flow. This setting is crucial as it defines how work items, such as service

requests or customer interactions, are routed through Omni-Channel, ensuring that the Enhanced Bot's flow directs interactions appropriately to available agents or queues.

問題 #121

The consultant should recommend the company utilize Flow Settings in Email-to-Case to meet their requirements.

A customer service manager wants to implement a process where a case gets reassigned to a higher support tier if it is not resolved within a given service-level agreement (SLA) timeline. Which solution should a consultant propose to set this process up?

- **A. The consultant should propose creating an Escalation Rule Entry to set up**
- B. Create an Escalation Rule Entry and configure it so that cases get an escalated status of the case is still open after passing SLA times.
- C. Create a Quick Action for escalating a case and set up Conditional Visibility Rule to show the Quick Action after a case has passed SLA times Create a record-triggered flow that gives cases an escalated status if it is still open a pa A times.

答案： A

解題說明：

For managing cases based on service-level agreements (SLAs) where a case needs to be reassigned to a higher support tier if not resolved within the specified time, the appropriate solution is to use Escalation Rules. Escalation Rules in Salesforce allow you to automatically escalate cases based on criteria such as case age, ensuring that SLA timelines are adhered to. The rule can be set to change the assignment of the case to a higher tier support group or individual when the case remains open past the SLA threshold. Reference: Salesforce Escalation Rules

問題 #122

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如果你正在為如何通過AP-226考試而煩惱，這是沒有必要，通過最新的考試要點來提供覆蓋率很廣的Salesforce AP-226擬真試題，幫助考生做好充足的考前準備。KaoGuTi的目的在于如何提供可以確保考生通過認證的高品質題庫，我們的AP-226考試練習題和答案準確性高，問題覆蓋面大，不斷的更新和整編出高通過率的Salesforce AP-226題庫，這也是我們對所有的考生提供的保障。

AP-226參考資料: https://www.kaoguti.com/AP-226_exam-pdf.html

想通過 Salesforce Contact Center Accredited Professional - AP-226 考試並不是很簡單的，如果你沒有參加一些專門的相關培訓是需要花很多時間和精力來為考試做準備的，而 Salesforce Contact Center Accredited Professional - AP-226 考古題可以幫助你，該考題通過實踐檢驗，利用它能让廣大考生節約好多時間和精力，順利通過考試，AP-226 最新題庫考試培訓資料就是這樣成功的培訓資料，Salesforce相信同樣會很精彩，如果你之前對AP-226的瞭解不多，那麼這些基礎知識會對你很有幫助，關於AP-226題庫，我們需要了解三個方面的細節：第一，AP-226題庫如何選擇，我們的 Salesforce Contact Center Accredited Professional - AP-226 認證考試的最新培訓資料是最新的培訓資料，可以幫很多人成就夢想。

讓墮落街的亡靈，活得像人，這神軀潛質極高，正合我用，想通過 Salesforce Contact Center Accredited Professional - AP-226 考試並不是很簡單的，如果你沒有參加一些專門的相關培訓是需要花很多時間和精力來為考試做準備的，而 Salesforce Contact Center Accredited Professional - AP-226 考古題可以幫助你，該考題通過實踐檢驗，利用它能让廣大考生節約好多時間和精力，順利通過考試。

使用真實的Salesforce AP-226證照指南準備您的Salesforce AP-226考試， 輕鬆通過

AP-226 最新題庫考試培訓資料就是這樣成功的培訓資料，Salesforce相信同樣會很精彩，如果你之前對AP-226的瞭解不多，那麼這些基礎知識會對你很有幫助，關於AP-226題庫，我們需要了解三個方面的細節：第一，AP-226題庫如何選擇？

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