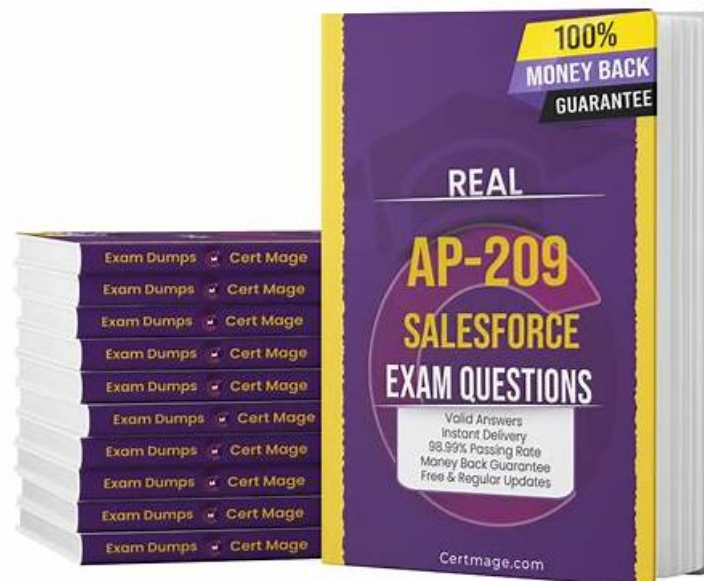


AP-209的中問題集、AP-209合格体験談



効率的なAP-209学習教材を使用すれば、専門的な資格試験に合格した製品を使用しなかった場合に必要時間の半分以上を費やすだけで済みます。このようにして、旅行、パーティー、さらに別の試験の準備をする時間が増えます。あなたのためのAP-209トレーニングトレントの利点は、お金で測られるにはほど遠いです。一流の専門家チーム、高度な学習コンセプト、完全な学習モデルがあります。時間を節約し、AP-209学習教材であなたの成功を保証することは、私たちにとって最大の見返りです。

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">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 2	<ul style="list-style-type: none">モバイル: この領域では、フィールドサービスモバイルアプリのオフライン機能、モバイルのカスタマイズおよび拡張オプション、技術者管理機能、およびディスパッチャー、技術者、顧客間のコミュニケーション機能を扱います。
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。
トピック 4	<ul style="list-style-type: none">基盤: この領域では、作業指示書などの複雑な作業構造のモデリング、定期サービスの保守計画の構築、運用効率を向上させるためのディスパッチャーコンソールのカスタマイズなどを扱います。

>> AP-209的中問題集 <<

AP-209合格体験談、AP-209試験復習

It-Passportsを選択したら100%AP-209試験に合格することができます。試験科目の変化によって、最新のAP-209試験の内容も更新いたします。It-Passportsのインターネットであなたに年24時間のオンライン顧客サービスを無料で提供して、もしあなたはIt-Passportsに失敗したら、弊社が全額で返金いたします。

Salesforce Advanced Field Service Accredited Professional 認定 AP-209 試験問題 (Q26-Q31):

質問 # 26

Which parts of the 'Dispatcher Console' support adding Custom Actions? (Choose 3 options)

- A. Multiple Service Resources in the Gantt
- **B. Individual Service Resources in the Gantt**
- **C. Multiple Service Appointments in the Appointment list**
- **D. Individual Service Appointments in the Appointment list**
- E. Child Service Territories in the Gantt

正解: B、C、D

解説:

Custom Actions (configured in Field Service Settings) allow dispatchers to trigger Apex classes or Visualforce pages/components from the console.

* Option B is correct: You can add custom actions to the Resource List on the Gantt (e.g., right-click a technician's name to "Send SMS" or "Show on Map").

* Option C is correct: You can add custom actions to individual Service Appointments (e.g., right-click an appointment bar or list item to "Reschedule" or "Print Label").

* Option D is correct: You can add Mass Actions to the Appointment List (select multiple checkboxes -> Actions -> "Bulk Dispatch").

* Note: You generally cannot perform custom actions on the "Service Territory" grouping headers (Option A) or multiple resources simultaneously (Option C) in the standard UI.

質問 # 27

Universal Containers stores critical job information in the description field on the Service Appointment.

Dispatchers need to have a view into this data from the Gantt with minimal clicks, job information is often many characters.

What should a consultant recommend to meet their requirements?

- A. Add the description field to the 'Service Appointment List Preview' field set on Service Appointment, this field set controls the fields that appear when a user hovers on the appointment information icon
- B. Create a list view and add the description field as a column to appear in the Service Appointment list view within the Gantt
- C. Add the description field to the 'Service Appointment List Columns' field set on Service Appointment. Adjust column widths to expose the entire description field, this field set controls the fields that appear in the appointment list as columns
- **D. Add the description field to the 'Service Tooltip Gantt' field set on Service Appointment, this field set controls the tooltip layout shown when hovering over an appointment on the Gantt**

正解: D

解説:

The requirement is to see data "from the Gantt" (the visual chart) with "minimal clicks."

* Option D is correct. The Service Tooltip Gantt field set on the Service Appointment object controls the pop-up text box that appears when a dispatcher hovers their mouse over a Service Appointment bar on the Gantt chart. This requires zero clicks and is the fastest way to inspect details like "Description" without opening the full record.

* Options A, B, and C refer to the "Appointment List" (the textual list on the left side of the console).

While useful, scrolling through long descriptions in a list column is difficult (Option A) and requires looking away from the Gantt chart itself.

質問 # 28

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

正解: B

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 # 29

A customer provides services for a variety of products, and the capability for resources to perform services is often machine-specific. The customer explains that there are about 100 combinations of services and products that a single resource may support, and is concerned about performance.

Which configuration option should a consultant recommend?

- A. Utilize an Extended Match Work Rule and custom table with records to represent each combination of services and products that a resource may support
- B. Configure skills for each combination of services and products that a resource may support
- **C. Configure skills to represent the services that resources perform. Utilize the 'Extended Match' Work Rule to filter resources by the products that they support**
- D. Configure an 'Extended Match' Work Rule to represent the services that resources perform. Utilize skills to filter resources by the vendors or products that they support

正解: C

解説:

This question addresses the limits of Skills (Work Rules) vs. Extended Match (Custom Criteria).

* Option B is correct. This offers the most efficient hybrid approach.

* Skills:Use standard Skills for the "Service Type" (e.g., "Repair," "Install"). This is simple and low-volume.

* Extended Match:Use the Extended Match Work Rule to handle the "Product" matching. Instead of creating thousands of skills (e.g., "Repair-ModelX," "Repair-ModelY"), you create a custom object or field logic that matches the Asset's Product to a list of Products Supported on the Resource's record. Extended Match is designed exactly for this "Pattern Matching" without polluting the Skills table.

* Option C is incorrect because creating a unique skill for every combination (100+ per resource) leads to "Skill Explosion." This bloats the data model and degrades optimization performance.

質問 # 30

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 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**
- 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. Service Resources cannot be assigned to more than one Service Territory
- D. 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

正解: A

解説:

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.

質問 # 31

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