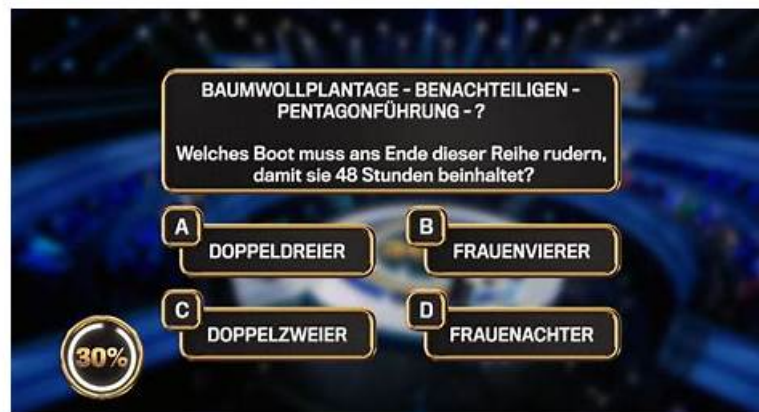


AP-209 Quizfragen Und Antworten, AP-209 Vorbereitungsfragen



Außerdem sind jetzt einige Teile dieser Zertpruefung AP-209 Prüfungsfragen kostenlos erhältlich: <https://drive.google.com/open?id=1PgpWXuhfgVEK2UNgf2AA1bD1faLEAX3A>

Nur kontinuierlich zu verbessern kann man immer an der führenden Stelle stehen. Und es ist auch unsere Firmenphilosophie. Deshalb prüfen wir regelmäßig nach, ob die Salesforce AP-209 Prüfung aktualisiert hat. Wenn sie aktualisiert hat, informieren wir unsere Kunden sofort darüber. Dadurch lassen Sie die neueste Informationen über Salesforce AP-209 Prüfung erfahren. Aller Kundendienst der Aktualisierung nach der Kauf der Salesforce AP-209 Software ist kostenlos innerhalb einem Jahr.

Salesforce AP-209 Prüfungsplan:

Thema	Einzelheiten
Thema 1	• 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.
Thema 2	• 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.
Thema 3	• Assets: This domain examines asset architecture including hierarchies and relationships, and strategies for tracking and managing customer assets throughout their lifecycle.
Thema 4	• 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.
Thema 5	• 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.

>> AP-209 Quizfragen Und Antworten <<

AP-209 Schulungsangebot, AP-209 Testing Engine, Advanced Field Service Accredited Professional Trainingsunterlagen

Die Salesforce AP-209 Zertifizierungsprüfung ist eine sehr populäre Prüfung. Obwohl es sehr schwierig zu bestehen ist, können Sie diese Prüfung leichter bestehen, wenn Sie die richtige Methode finden. Und Wir Zertpruefung sind Ihre beste Wahl. Mit der 100%-

Hirate Prüfungsunterlagen von Zertpruefung können Sie alle Probleme in der Salesforce AP-209 Zertifizierungsprüfung auslösen. Wenn Sie die Prüfungsfragen und Testantworten ernst lernen, gibt es keine Probleme für Sie. Und nach dem Kauf können Sie einjährigen kostenlosen Aktualisierungsservice bekommen. (innerhalb einem Jahr) Sie können über die gewünschten Salesforce AP-209 Schulungsunterlagen beherrschen, wenn Sie auf jeden Fall die neueste Version bekommen. Probieren Sie sofort, bitte.

Salesforce Advanced Field Service Accredited Professional AP-209 Prüfungsfragen mit Lösungen (Q30-Q35):

30. Frage

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. Service Crew Resource related to one Crew and two Crew Members assigned for the whole day
- **B. One Work Order, two child Service Appointments with Appointment Dependency of 'Same Start' between them**
- C. 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
- D. One Work Order, one child Service Appointment and two Assigned Resources

Antwort: B

Begründung:

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 Start⁴. 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"⁵. 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.

31. Frage

Universal Containers would like to track Asset downtime.

What should a consultant recommend if a company wants to track Asset downtime?

- **A. Use 'Asset Downtime Periods'.**
- B. Create custom fields on the Asset record to track.
- C. Use 'Asset Timelines'.
- D. Create a custom object to track.

Antwort: A

Begründung:

Salesforce Field Service provides a standard object specifically designed to track when an Asset is unavailable, so that availability and reliability KPIs can be reported accurately.

* Option D is correct. 'Asset Downtime Periods' is the standard out-of-the-box object that records when an Asset is down, including the start and end time and whether the downtime was planned or unplanned. These records are used to calculate Availability and Reliability metrics, and they integrate with maintenance and service contract reporting.

* Option A is incorrect because 'Asset Timelines' is a visualization tool that displays Asset history, not the data store that captures downtime.

* Options B and C are incorrect because a custom object or custom fields would duplicate functionality that Salesforce already provides natively, and would not integrate with the standard Availability /Reliability calculations.

32. Frage

Universal Containers wants to use 'Capacity Based' contractors to complete installations that often require crews and can take more

than one day.

What is true about 'Capacity Based Resources'? (Choose 2 options)

- **A. Multi-Day Work does not support Capacity Based Resources**
- B. Crews can be Capacity Based Resources
- **C. Complex Work does not support Capacity Based Resources**
- D. Capacity Based Resources can be assigned to Service Appointments that have a Scheduling Dependency

Antwort: A,C

Begründung:

Capacity-Based Scheduling is a simplified scheduling model (buckets of work) compared to the standard, granular optimization. Because it ignores specific travel times and start times, it has significant limitations.

* Option B is correct: Capacity-Based Resources (contractors) cannot be assigned Multi-Day Service Appointments. They work on a "Hours per Day" or "Jobs per Day" limit, and the system cannot span a single appointment record across multiple days for them.

* Option C is correct: They cannot handle Complex Work (dependencies like "Start Same Time" or "Follow Immediately"). Since the engine doesn't calculate their precise start time (it just ensures they have enough hours in the day), it cannot synchronize their work with other resources.

* Option D is incorrect: You cannot create a Service Crew composed of Capacity-Based resources.

33. Frage

Green Energy Solutions are trying to forecast the number and type of licenses needed to be purchased to support the following resource structure:

Service Territory A has 2 internal resources and 2 contractors set as capacity-based resources: ABC and XYZ, both represent a contractor company. ABC contracting company has 3 individual resources and XYZ contracting company has 4 individual resources.

What type of Field Service licenses and how many of each should Green Energy Solutions purchase?

- A. 2 Dispatchers, 2 Technicians, and 1 Contractor, plus 7 Contractors (3 for ABC and 4 for XYZ)
- B. 1 Dispatcher, 9 Technicians, and 2 Contractors
- C. 1 Dispatcher, 1 Technician, and 3 Contractors, plus 7 Contractors (3 for ABC and 4 for XYZ)
- **D. 1 Dispatcher, 2 Technicians, and 2 Contractors, plus 7 Contractors (3 for ABC and 4 for XYZ)**

Antwort: D

Begründung:

This question tests your understanding of Salesforce Field Service License types (Dispatcher, Technician, Contractor).

* 1 Dispatcher: Although not explicitly stated as a user in the text, you always need at least one dispatcher license to manage the schedule. (Typically implied in licensing questions unless "0" is an option).

* 2 Technicians: Territory A has "2 internal resources". 1. Internal mobile workers require the standard Field Service Mobile (Technician) license.

* 2 Contractors (Capacity-Based): The question states "2 contractors set as capacity-based resources:

ABC and XYZ." 2 These are the "Bucket" accounts. In Salesforce, even capacity-based container users often consume a license (typically a Contractor or Community Plus login) to access the portal /community where they might view their aggregate schedule.

* 7 Contractors (Individuals): The question specifies "ABC... has 3 individual resources and XYZ... has 4 individual resources". 3. Even if the scheduling is done at the capacity (bucket) level, if these 7 people need to log in to the app or community to close jobs, they each need a license.

* Result: 1 Dispatcher + 2 Technicians (Internal) + 2 Contractors (The Managers/Buckets) + 7 Contractors (The Workers) = Option D.

(Note: Licensing models can be complex. In some strictly capacity-based models, you might not license the 7 individuals if they never log in, but Option D is the most complete answer reflecting a standard model where all participants need system access).

34. Frage

Which two statements describe 'Global Optimization' accurately?

- A. Global Optimization runs faster than the Auto Scheduling process
- B. Global Optimization is the only process that supports Service Objectives and Work Rules that are defined in the Scheduling Policy

- C. The Global Optimization process can assess millions of time slots and mobile worker options to produce schedules
- D. Optimization can move appointments that were previously scheduled, meaning that the optimizer can slide scheduled service appointments right or left of their current time slot
- E. It's recommended to run Global Optimization during the day of service to fix unexpected in-day changes

Antwort: C,D

Begründung:

Global Optimization is the heavy-lifting batch process in Salesforce Field Service designed to create the most efficient schedule possible.

* Option B is correct. Global Optimization uses a powerful algorithm to evaluate millions of potential combinations of resources, times, and routes to find the best overall score based on the Service Objectives.

* Option C is correct. Unlike "Appointment Booking" (which finds a slot for a single job without disturbing others), Global Optimization has the authority to reshuffle (move) existing appointments. It can slide jobs earlier or later, or reassess assignments to minimize travel time and white space (gaps) in the schedule.

* Option A is incorrect; Optimization is a batch process that takes significantly longer than the near real-time "Auto Scheduling."

* Option D describes "In-Day Optimization." Global Optimization is typically run overnight because it changes the whole schedule, which is disruptive during the work day.

* Option E is incorrect; all scheduling methods (Global, In-Day, Resource Schedule Optimization, and Appointment Booking) utilize the Scheduling Policy (Work Rules and Objectives).

35. Frage

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