

試験の準備方法-正確的なAP-209受験資料更新版試験- 真実的なAP-209基礎訓練



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Salesforce Advanced Field Service Accredited Professional 認定 AP-209 試験問題 (Q44-Q49):

質問 #44

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

質問 #45

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

正解: C、D

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 #46

Universal Containers offer repair services for customers' capital equipment. Sometimes, a customer may ask a repair technician to take a look at another piece of equipment while they're on-site.

How can Universal Containers give the field worker the flexibility to extend the time on site and track that they performed service on another piece of equipment?

- A. Have the technician add the additional piece of equipment serviced to the 'Related Assets' list on the Work Order, and capture the 'Actual End date' upon completion
- B. Build a Field Service Mobile flow and set it as a Mobile App Extension flow that will create a Work Order Line Item**

populating the Asset and extend the 'Duration' and 'Scheduled End' time of the Service Appointment. Leverage 'Scheduling Recipes' so optimization can reshuffle the remainder of the day, if the extended time requested is greater than 10 minutes

- C. Add two custom fields: a custom checkbox field on the Service Appointment, that if selected will trigger the creation of another Service Appointment related to the same asset with an 'Immediately follow' dependency to the current Service Appointment, and a number field to capture the duration of the new service
- D. Create a custom text field on the Work Order that will capture 'Additional work onsite' and have the Salesforce administrator update the Asset with a custom field called 'Date of the last service'

正解: B

解説:

This requires a balance of data accuracy (tracking the asset) and schedule accuracy (updating the duration).

* Option D is correct because it uses Field Service Mobile Flows, which is the best practice for guiding technicians through complex processes.

* Data: Creating a Work Order Line Item (WOLI) is the correct data model to track work done on a specific (secondary) Asset under the main Work Order.

* Schedule: The flow can update the current Service Appointment's Duration and Scheduled End to reflect the reality that the tech will be there longer.

* Automation: Triggering a "Scheduling Recipe" (now typically handled via Flows/Optimization services) ensures that if the appointment runs long, subsequent appointments for the day are automatically shifted (Reshuffled) to prevent overlapping/late arrivals.

* Options A and C fail to update the schedule duration, meaning the tech will likely be late to their next job without the dispatcher knowing. Option B creates a second appointment, which is administratively heavy for "just looking at" another asset during the same visit.

質問 #47

After running a Global Optimization on an empty Gantt, the dispatcher at Green Energy Solutions noticed that one of the Service Appointments wasn't scheduled, although there seems to be enough white space on the Gantt for it to fit in.

What should the dispatcher do to identify the root cause?

- A. Click on the 'Appointment Booking' action on the appointment from the appointments list to identify which candidates are displayed.
- B. Remove the Service Objective with the highest weight from the Scheduling Policy.
- C. Check the 'In-Day Optimization' checkbox on the Scheduling Policy used in the previous run, and re-run the optimization request.
- D. Manually drag the Service Appointment to a place on the white space and observe what rule violations are displayed.

正解: D

解説:

This is the standard troubleshooting procedure for "Why wasn't this scheduled?".

* Option A is correct. If there is white space, but the optimizer didn't use it, there is likely a Rule Violation (Hard Constraint) preventing it (e.g., The resource is missing a Skill, the Territory doesn't match, or the Travel Time is too long). Manually dragging the appointment to that specific spot on the Gantt triggers the rule validation logic, and the console will pop up a "Rule Violation" message telling you exactly which rule failed (e.g., "Match Skills Rule Violation").

* Option B helps find valid slots, but it doesn't explain why the current white space is invalid.

* Option C addresses scoring (Objectives), not hard constraints (Rules). If there was space, the objectives would just give it a low score, not prevent scheduling entirely (unless the score was 0, but Rule Violations are the more common culprit for unscheduled work).

質問 #48

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. 1 Dispatcher, 2 Technicians, and 2 Contractors, plus 7 Contractors (3 for ABC and 4 for XYZ)

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

正解: A

解説:

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". 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." 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". 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).

質問 #49

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