

Salesforce AP-209テストサンプル問題、AP-209サンプル問題集



ちなみに、GoShiken AP-209の一部をクラウドストレージからダウンロードできます: https://drive.google.com/open?id=1nwajCjBrVC6Dn_NdGr9UJ1IDoCBZVm-I

今あなたが無料でGoShikenが提供したSalesforceのAP-209認定試験の学習ガイドをダウンロードできます。それは受験者にとって重要な情報です。

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	資産: このドメインでは、階層と関係を含む資産アーキテクチャと、ライフサイクル全体にわたる顧客資産の追跡と管理の戦略を調査します。
トピック 2	最適化: このドメインでは、自動スケジューリングのためのサービス目標の使用、グローバル最適化エンジン機能、最適化の問題のトラブルシューティング、スケジューリングの品質と効率を向上させる戦略について説明します。
トピック 3	実装戦略と設計: このドメインは、計画と要件収集から展開まで、そしてフィールドサービスの実装に適切な展開戦略とライセンスのニーズを決定するまで、コンサルティングプロジェクトのライフサイクル全体をカバーします。

>> Salesforce AP-209テストサンプル問題 <<

AP-209サンプル問題集、AP-209最新対策問題

Salesforce高効率のAP-209学習教材を使用すれば、プロの認定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。あなたにとってAP-209トレーニングトレント: GoShikenのAdvanced Field Service Accredited Professionalの利点は、金銭による評価からはほど遠いものです。一流の専門家チーム、Advanced Field Service Accredited Professional高度な学習コンセプト、完全な学習モデルがあります。私たちの学習教材であなたのために節約された時間はAP-209、私たちにとって最大のリターンです。

Salesforce Advanced Field Service Accredited Professional 認定 AP-209 試験問題 (Q25-Q30):

質問 # 25

Green Energy Solutions provide two types of services: 'New Installs' (high revenue, high priority with a 3 day SLA) and 'Inspections' (proactive, low priority activities due 3 months out). The company incurs a penalty for missing due dates which the service manager

would like to avoid. However, not at the expense of a new install.
What should the consultant's recommendation be in such a case?

- A. Add the 'ASAP' Service Objective to the Scheduling Policy, with a 'Relevance Group' that only considers new installs. Set the weight of that Service Objective to be higher than the 'Priority' Service Objective
- B. Use a 'Dynamic Priority' formula field that increases the value of the priority each day, up to a value of '2' (using the 1-100 scale) and set the priority of the new install jobs to '1'
- C. Set up an automation that sets the priority value to '1' for all inspections that are due tomorrow, and set the priority of the New install jobs to '1' as well
- D. For inspections with a due date taking place in the next 7 days, set the 'Schedule Over Lower Priority' Boolean to 'True'

正解: C

解説:

The goal is to prevent low-priority "Inspections" from being ignored indefinitely until they miss their deadline, without permanently ranking them above high-value "New Installs."

* Option B is correct(based on the scenario's specific constraints). By using automation to elevate the Inspection's priority to '1' (High) only when it is due "tomorrow," the system treats it as urgent only when necessary to avoid the penalty. Since "New Installs" are also Priority '1', the two will compete on equal footing on that final day, ensuring the Inspection has a fighting chance to be scheduled alongside high- value work.

* Option C (Dynamic Priority) is a standard solution for "aging" work. However, the option states it caps the value at '2'. In standard SFS priority (where 1 is highest), a '2' will never beat a '1'. Therefore, the inspection would still likely be bumped by a New Install (Priority 1) even on its due date, leading to a penalty.

* Option D ("Schedule Over Lower Priority") is used for emergency reshuffling, but does not inherently solve the prioritization logic between these two specific task types.

質問 # 26

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. Field Service Mobile App is optimized for a handful of Android and iOS devices. Refer to 'Salesforce Help and Training' for the latest update
- B. Contractor licenses do not include access to the Field Service Mobile App
- C. Since all Service Resources are named contractors, 'Collect Service Resource Geolocation History' should be disabled
- D. Set all records to private to ensure customer data confidentiality

正解: A

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 # 27

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

正解: B

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 # 28

What two actions should a consultant recommend to ensure that junior employees are prioritized when installations are scheduled?

- A. Assign a 'Preferred Resource' to a junior service resource when a customer has an installation job
- **B. Update the 'Skill Level' Service Objective to 'Least Qualified'**
- C. Leverage a 'Match Boolean' Work Rule to match on a custom field 'Is Junior'
- D. Increase the installation 'Skill Level' for the senior resources, and increase the 'Skill Level Service Objective' weighting
- **E. Increase the resource's priority on the junior Service Resource records, and increase the 'Resource Priority' Service Objective weighting**

正解: B、E

解説:

To prioritize junior resources without creating rigid "hard constraints" (which might prevent scheduling altogether if no junior is available), you should use Service Objectives (Soft Constraints).

* Option C is correct (Resource Priority): By assigning a higher priority value to Junior Service Resource records and adding the "Resource Priority" objective to the scheduling policy, the optimization engine calculates a higher score for these resources. This acts as a general "preference" to use them whenever possible.

* Option E is correct (Least Qualified): The "Skill Level" Service Objective has a setting called "Prefer Least Qualified." When enabled, the engine prefers the resource who has the lowest skill level that still meets the job requirement. For example, if a job requires Skill Level 50, and you have a Senior (Level 90) and a Junior (Level 55), the engine will pick the Junior. This is a best practice to prevent "over-qualified" resources (Seniors) from being booked on routine jobs, keeping them free for complex tasks.

質問 # 29

Universal Containers' dispatchers would like to alert technicians when emergency appointments are scheduled and dispatched to them.

Which two configurations should be recommended by the consultant to achieve this?

- **A. Create a flow that triggers a Custom Notification to the Assigned Resource when a Service Appointment is dispatched and flagged as an 'Emergency'**
- B. Configure 'In Jeopardy' alerts for Field Service
- **C. Configure Custom Notifications for Field Service Mobile**
- D. Create a Process Builder that checks the 'In Jeopardy' field when a Service Appointment is dispatched and flagged as 'Emergency'

正解: A、C

解説:

To send push notifications to the Field Service mobile app based on specific criteria, you need both the configuration and the automation.

* Option B is correct: You must first enable and configure Custom Notifications for the Field Service Connected App. This ensures the mobile device is capable of receiving and displaying the specific notification type.

* Option D is correct: You need an automation trigger (Record-Triggered Flow) to detect the specific business condition: The Service Appointment Status changes to 'Dispatched' AND the Priority (or Work Type) is 'Emergency'. The flow then executes the "Send Custom Notification" action targeting the Assigned Resource user.

* Option A and C refer to "Jeopardy," which is a different feature used to warn dispatchers about impending SLA violations, not to notify technicians of new work.

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AP-209サンプル問題集: <https://www.goshiken.com/Salesforce/AP-209-mondaishu.html>

- 2026年GoShikenの最新AP-209 PDFダンプ および AP-209試験エンジンの無料共有: https://drive.google.com/open?id=1nwajCjBrVC6Dn_NdGr9UJ1IDoCBZVm-I