

むなら、JapancertのAP-209問題集を使用する必要があります。

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

質問 # 25

Universal Containers has many service centers across the country in which spare parts and other inventory items are stored. Every morning, technicians are required to arrive at the service center closest to their home and pick up inventory items based on their work assignments. At the end of the day, technicians travel back to the service center to return any unused or damaged parts (travel from home to the service center and from the service center back home is at the technicians' expense).

How should the admin configure the Service Territory Member address?

- A. Use the address of the service center that the technician is assigned to
- B. Use the customer's address
- C. Use the address of the first appointment of the day
- D. Use the technician's home address

正解: A

解説:

The Service Territory Member (STM) address defines the Start Location and End Location for the resource's route calculation.

* Option C is correct. The requirement states that travel from Home to the Center is "at the technician's expense" (i.e., off the clock).

Therefore, the "Official Company Route" begins when they arrive at the Service Center.

* By setting the STM Address to the Service Center, the optimization engine assumes the technician is at the Service Center at the start of their shift.

* The engine will then calculate travel time for: Service Center -> Job 1.

* This matches the business requirement.

* Option A (Home Address): If you set Home, the engine calculates: Home -> Job 1 (or Home -> Service Center). This would likely include the commute time in the daily schedule utilization, which contradicts the "at technician's expense" (off-clock) requirement.

質問 # 26

Universal Containers (UC) outsources all maintenance work to contractors, based on a contract that is renewed on a yearly basis.

When a contract is terminated, UC would like to ensure that new maintenance Work Orders will not be scheduled for the terminated contractor.

Which two steps should an admin take to ensure their requirements are met?

- A. Add the 'Active Resources' Work Rule to the Scheduling Policies
- B. Deactivate the Service Resource
- C. Add the 'Excluded Resources' Work Rule to the Scheduling Policies
- D. Delete the Service Resource

正解: A、B

解説:

To stop a resource from receiving work, you must mark them as inactive and ensure the scheduling engine respects that status.

* Option C is correct: Deactivating the Service Resource (unchecking the "Active" checkbox on the record) is the standard way to "fire" or terminate a resource. It preserves history but flags them as no longer working.

* Option A is correct: You must ensure your Scheduling Policy includes the Active Resources Work Rule. This rule explicitly tells the optimization engine: "Do not assign appointments to any resource where Active = False." Without this rule, the engine might still technically assign work to an inactive record if no other constraints block it.

* Option B (Delete) is bad practice (data loss).

* Option D (Excluded Resources) is for specific job-by-job exclusions (e.g., "Don't send Bob to this specific customer"), not for global termination.

質問 # 27

Green Energy Solutions would like to become more competitive by providing a better service experience to prospects calling in to request an initial assessment visit.

What should a consultant recommend to the business in order to achieve such a goal?

- A. Increase the length of the arrival window offered to the customer from 4 hours to 8 hours, as it will ensure that the assessment visit will be completed before the arrival window ends
- B. Reduce the length of the arrival window offered to the customers from 4 hours to 2 hours, taking into consideration that this change might impact the quality of optimization
- C. Reduce the length of the arrival window offered to the customers from 4 hours to 2 hours, which will also allow further flexibility when running optimization
- D. Increase the length of the arrival window offered to the customer from 4 hours to 8 hours, which gives the customer more flexibility in preparing for the visit

正解: B

解説:

This question addresses the trade-off between Customer Experience and Schedule Optimization.

Reducing the arrival window (e.g., from 4 hours to 2 hours) is a common strategy to improve customer service. Customers prefer shorter wait times and more precise appointments. However, a consultant must identify the technical impact of this business decision.

* Option B is correct because it acknowledges the benefit (customer experience) while correctly identifying the risk. Smaller arrival windows serve as tighter constraints on the scheduling engine (Optimization). The engine has less "wiggle room" to shuffle appointments, which can lead to lower overall utilization or higher travel times.

* Option C is incorrect because reducing the window decreases (restricts) flexibility for optimization, it does not increase it.

* Options A and D suggest increasing the window to 8 hours. While this is great for the optimization engine (maximum flexibility), it is generally considered a poor customer experience to ask a prospect to wait all day (8 hours), contradicting the business goal of being "more competitive."

質問 # 28

Green Energy Solutions would like to track their vehicles' availability, so that once a Work Order is created, both a Service Resource and a vehicle need to be assigned to the work, to ensure that the resource will use an available vehicle for the job. How would a consultant recommend implementing this requirement?

- A. Set the vehicle as a 'Required Product'. Once a resource is assigned to the work a 'vehicle' product will be consumed via the Field Service mobile App to indicate that this vehicle is being used
- B. Set the vehicle as a 'Required Product'. Once the Work Order is created it will inherit the 'Required Product' and notify the resource that this vehicle needs to be used for the job
- C. Set the vehicle as a Service Resource, create a Work Order and two Service Appointments, one for the mobile worker and one for the vehicle, use 'Complex Work' with a dependency of type 'Same Start'
- D. Set the vehicle as a Service Resource, create a Work Order and two Service Appointments, one for the mobile worker and one for the vehicle, use 'Complex Work' with a dependency of type 'Immediately Follow'

正解: C

解説:

The requirement is to schedule two distinct resources (a Human and a Vehicle) for the same job at the same time.

* Option C is correct.

* Vehicle as Service Resource: You must model the vehicle as a Service Resource (Type: Asset) to track its availability on the Gantt and prevent double-booking.

* Complex Work (Same Start): To ensure the vehicle and the technician are booked together, you use Complex Work dependencies. "Same Start" ensures that the vehicle appointment and the technician appointment are scheduled to begin simultaneously.

* Options A and D are incorrect because Products are not scheduled. Consuming a product does not check if the vehicle is available at that specific time, potentially leading to double-booking the van.

* Option B is incorrect because "Immediately Follow" implies a sequence (Technician finishes -> Vehicle starts), which is not how a shared ride/equipment scenario works.

質問 # 29

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

- A. Leverage a 'Match Boolean' Work Rule to match on a custom field 'Is Junior'
- B. Assign a 'Preferred Resource' to a junior service resource when a customer has an installation job
- C. Update the 'Skill Level' Service Objective to 'Least Qualified'
- 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: C、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 #30

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