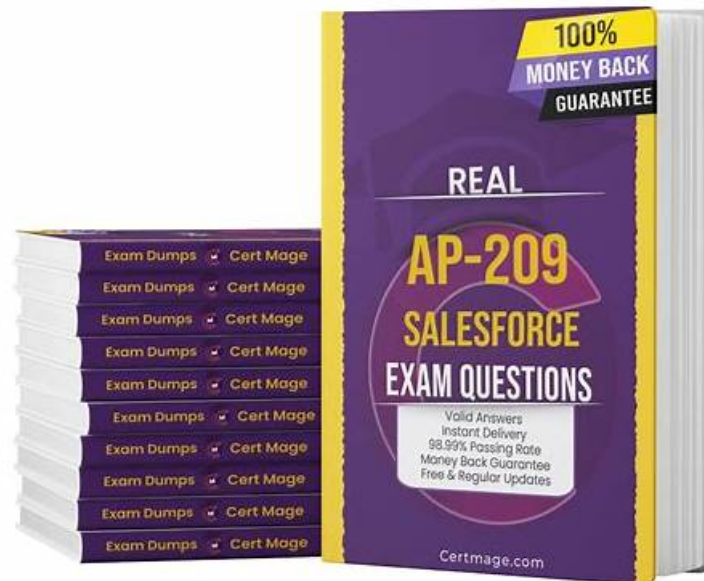


Salesforce AP-209考試心得， AP-209指南



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為了配合當前真正的考驗，從NewDumps Salesforce的AP-209考試認證考試考古題的技術團隊的任何變化及時更新的問題和答案，我們也總是接受用戶回饋的問題，充分的利用了一些建議，從而達到完美的NewDumps Salesforce的AP-209考試認證測試資料，使我們NewDumps始終擁有最高的品質。

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>> Salesforce AP-209考試心得 <<

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NewDumps擁有龐大的IT專家團隊，他們不斷利用自己的知識和經驗研究很多過去幾年的IT認證考試試題。他們的研究成果即是我們的NewDumps的產品，因此NewDumps提供的Salesforce AP-209練習題和真實的考試練習題有很大的相似性，可以幫助很多人實現他們的夢想。NewDumps可以確保你成功通過考試，你是可以大膽地將NewDumps加入你的購物車。有了NewDumps你的夢想馬上就可以實現了。

Salesforce AP-209 考試大綱：

主題	簡介
主題 1	<ul style="list-style-type: none">• 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.

主題 2	<ul style="list-style-type: none"> 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.
主題 3	<ul style="list-style-type: none"> 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.
主題 4	<ul style="list-style-type: none"> Optimization: This domain covers using service objectives for automated scheduling, global optimization engine capabilities, troubleshooting optimization issues, and strategies to improve scheduling quality and efficiency.

最新的 Accredited Professional AP-209 免費考試真題 (Q43-Q48):

問題 #43

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. Increase the resource's priority on the junior Service Resource records, and increase the 'Resource Priority' Service Objective weighting**
- C. Increase the installation 'Skill Level' for the senior resources, and increase the 'Skill Level Service Objective' weighting
- **D. Update the 'Skill Level' Service Objective to 'Least Qualified'**
- E. Assign a 'Preferred Resource' to a junior service resource when a customer has an installation job

答案: **B,D**

解題說明:

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.

問題 #44

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

答案: **A**

解題說明:

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.

問題 #45

Technicians are tasked with performing product upgrades at customer sites. During the upgrade process, a new product is installed to replace the obsolete product. For reporting purposes, the information about the obsolete and upgraded products, as well as the customer for which the upgrade is done should be tracked in Salesforce.

Which object should an admin configure to support this process?

- A. Asset Warranty
- B. Maintenance Asset
- C. Asset Relationship
- D. Child Asset

答案： C

解題說明：

This question asks how to track the history/link between an old asset and a new one.

* Option C is correct. The Asset Relationship object is a standard Salesforce object designed specifically to link two assets. It includes fields like Relationship Type (which can be set to "Replacement,"

"Upgrade," etc.) and From Date/To Date. This creates a clear lineage: Asset A was replaced by Asset B.

* Option A (Child Asset) implies a hierarchy (one is part of the other), not a replacement.

* Option D (Maintenance Asset) is used for Maintenance Plans (PMs), not for tracking swap/upgrade history.

問題 #46

A Customer is outsourcing some of the maintenance work to third-party contractors (named contractors, not capacity based).

Unlike internal employees who have consistent working hours (Mon-Fri, 8 am-5 pm), contractors' working hours vary from day to day.

The internal employees' availability is set with Operating Hours, while the contractors' availability is set with Shifts on top of these Operating Hours. As a result, on days where the contractor's workday ends at 4 pm, for some reason the contractors still show up as valid candidates for a visit scheduled to end at 5 pm.

What should a consultant change to prevent such behavior?

- A. Instead of using Shifts, create multiple 'Operating Hours' records and assign each record to the contractor STM (Service Territory Member) and change on a daily basis
- B. Change the current 'Operating Hours' assigned to everyone to end at 4 pm (instead of 5 pm) and set the 4 pm till 5 pm availability using Shifts
- C. Create an 'Operating Hours' record with no time slots and assign it to the contractors through the STM (Service Territory Member) record. That will override the Territory's regular 'Operating Hours' and the contractor's availability will be derived only from Shifts
- D. Set the contractors as a 'Capacity Based' resources and limit their working hours per day

答案： C

解題說明：

This issue arises because Salesforce Field Service calculates availability by combining Operating Hours AND Shifts. If a user has Operating Hours of 9-5, they are fundamentally "Available" during that time. A Shift is typically used to add or extend availability (or define it if using specific settings), but standard Operating Hours often take precedence as the "Base."

* Option A is correct. To have a resource's availability defined exclusively by variable Shifts, the best practice is to assign them a "Shell" or "Empty" Operating Hours record (one with zero time slots defined). With no base hours, the system looks only to the Shifts to determine when the resource is working. This ensures that if a Shift ends at 4 PM, the resource is truly unavailable at 5 PM.

* Option B is administratively impossible (you cannot automate changing the STM Operating Hours record lookup daily without complex custom code, and it's not a standard practice).

問題 #47

A division of Green Energy Solutions has different work hours for each day, and the daily hours are inconsistent from one week to

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