

AP-209最新考古題和資格考試中的領導者和AP-209考試證照綜述



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如果你想選擇通過 Salesforce AP-209 認證考試來使自己在如今競爭激烈的IT行業中地位更穩固，讓自己的IT職業能力變得更強大，你必須得具有很強的專業知識。而且通過 Salesforce AP-209 認證考試也不是很簡單的。或許通過 Salesforce AP-209認證考試是你向IT行業推廣自己的一個敲門磚，但是不一定需要花費大量的時間和精力來復習相關知識，你可以選擇用我們的 PDFExamDumps的產品，是專門針對IT認證考試相關的培訓工具。

Salesforce AP-209 考試大綱：

主題	簡介
主題 1	<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.
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">• Assets: This domain examines asset architecture including hierarchies and relationships, and strategies for tracking and managing customer assets throughout their lifecycle.
主題 4	<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.

>> AP-209最新考古題 <<

AP-209考試證照綜述， AP-209 PDF

AP-209認證考試是Salesforce 的認證考試中分量比較重的一個。但是要通過Salesforce AP-209認證考試不是那麼簡單。PDFExamDumps為了給正在為AP-209認證考試的備考的考生減輕壓力，節約時間和精力，專門研究了多種培訓工具，所以在PDFExamDumps你可以選擇適合你的快速培訓方式來通過考試。

最新的 Accredited Professional AP-209 免費考試真題 (Q29-Q34):

問題 #29

Out of the below options, which three questions should a consultant typically ask during the first day of an initial implementation?

- A. Which Dynamic Gantt features should be incorporated into the use cases?
- B. How are the different business units set up? Geographical/ functional/ both?
- C. What needs to be synced with Salesforce? What integration is needed with external apps?
- D. What Service Objectives and what should their corresponding weights be within the different Scheduling Policies?
- E. What are the different types of services provided to customers? What are the skills required and the estimated duration?

答案： B,C,E

解題說明：

During the "Day 1" or Scoping phase of an implementation, the goal is to define the high-level architecture and business model.

* A is correct:DefiningIntegrationpoints (ERP, HR, Inventory) is a foundational requirement that dictates the project scope and data strategy.

* D is correct:Defining theWork(Work Types, Skills, Durations) is the core of the Field Service data model. You cannot configure the system without knowing what services are being performed.

* E is correct:Defining theTerritory Structure(Business Units) sets up the security model, sharing settings, and resource organization.

* Options B and Care incorrect for thefirst daybecause they are detailed configuration specifics (Refinement). You cannot define "Service Objective Weights" or "Gantt Features" until you understand the basic business goals, services, and territories.

問題 #30

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

答案： A

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 FromDate/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 #31

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, Resource Capacity and Business Hours
- B. Work Types, Resource Availabilities and Operating Hours
- C. Skills, Operating Hours, Time Slots and Holidays

- **D. Service Territories, Operating Hours and Resource Absences**

答案： D

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 #32

Universal Containers outsource some of their work to third-party resources. These contractor resources should be available for maintenance work only and often work in different hours and on different time zones than the internal resources.

How should a consultant configure Resource Availability to meet this requirement?

- A. Configure one Operating Hours definition with normal Time Slots to represent common availability. Use normal Shift records to add availability as needed. Use Skills to ensure third-party resources are only assigned to maintenance work
- **B. Configure separate Operating Hours definitions with normal Time Slots for internal and third-party resources. Use Skills to ensure third-party resources are only assigned to maintenance work**
- C. Configure separate Operating Hours definitions for internal and third-party resources. Use Designated Work Time Slots for third-party resources' Operating Hours to ensure they are assigned only to maintenance work
- D. Configure one Operating Hours definition with normal Time Slots for common availability and use Designated Shift records to add availability as needed

答案： B

解題說明：

Operating Hours model the working schedule, while Skills model what kind of work a resource is qualified to perform. Combining the two correctly meets both the availability and the work-type filter.

* Option B is correct. Separate Operating Hours definitions allow you to model the different working hours and time zones used by internal vs. third-party resources. Using Skills to restrict the contractor resources to maintenance work is the standard way to enforce the type of work they should perform, by tagging the relevant Work Types (or Work Orders) with a 'Maintenance' skill that only the contractors hold.

* Option A is incorrect because 'Designated Work' Time Slots are normally used to reserve specific blocks of time for a specific category of work - they are not designed to restrict a resource exclusively to maintenance across all its working hours.

* Option C is incorrect because using only Shifts on top of a single Operating Hours record adds unnecessary complexity when the schedules differ structurally; separate Operating Hours definitions are cleaner.

* Option D is incorrect for the same reason, and because it does not include any mechanism to restrict the contractors to maintenance work only.

問題 #33

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. 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'
- **B. 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**
- C. For inspections with a due date taking place in the next 7 days, set the 'Schedule Over Lower Priority' Boolean to 'True'
- D. Add the 'ASAP' Service Objective to the Scheduling Policy, with a 'Relevance Group' that only considers new installs. Set

