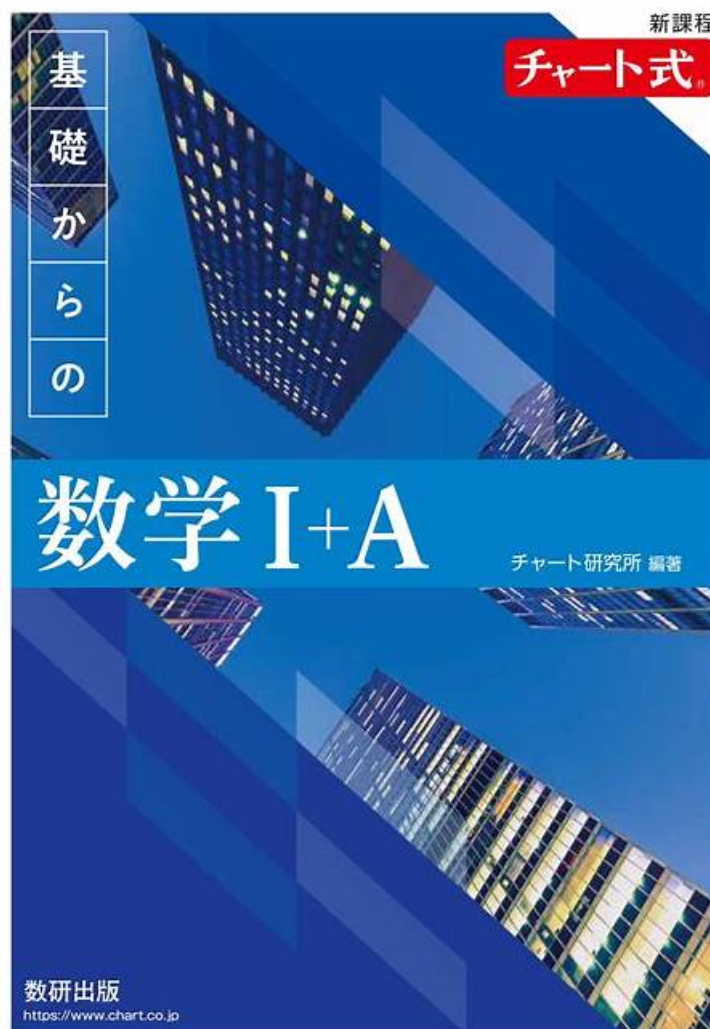# AP-209資格復習テキスト & AP-209認定テキスト

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>> AP-209資格復習テキスト <<

AP-209認定テキスト、AP-209資格関連題

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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	• Resource Management: This domain focuses on managing resource availability, Service Territory Management capabilities, handling different resource types, and implementing optimal scheduling strategies for field service personnel.
トピック 2	• 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.
トピック 3	• 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.
トピック 4	• 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.

Salesforce Advanced Field Service Accredited Professional 認定 AP-209 試験問題 (Q32-Q37):

質問 # 32
A customer needs to cancel all appointments within a specific area due to climate changes that boosted a bushfire.
How should a consultant recommend implementing this requirement?

- A. Draw a polygon on the map for the bushfire area and use the bulk action to 'Unschedule' the appointments
- B. Create a report for the appointments that are located in this area and use a data import tool to change the appointment's status to 'Canceled'
- C. Change the priority for the appointments to a low priority and run 'In-Day Optimization'
- D. Create a custom list view for the appointments that should be cancelled, select the appointments and use the 'Unschedule' action

正解：A

解説：
The Dispatcher Console Map is the most efficient tool for geographic mass actions.
* Option A is correct.Salesforce Field Service allows dispatchers to draw customMap Polygonsdirectly on the Gantt map. Once a polygon is drawn around the affected bushfire area, the dispatcher can right- click the polygon (or use the actions menu) to performMass Actionson all Service Appointments contained within that shape. "Unschedule," "Cancel," or "Flag" are standard bulk actions available in this context.
* Option B (Reports/Data Loader) is too slow for an emergency response.
* Option C (Optimization) would just move the appointments to later times, not cancel/unschedule them.
* Option D (List View) is difficult because defining a "bushfire area" using text filters (City, Zip) is often inaccurate compared to drawing the precise boundary on a map.

質問 # 33
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 Process Builder that checks the 'In Jeopardy' field when a Service Appointment is dispatched and flagged as 'Emergency'

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

正解：B、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 configureCustom Notificationsfor 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'ANDthe 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 warndispatchersabout impending SLA violations, not to notify technicians of new work.

質問＃34
Universal Containers uses In-Day Optimization to optimize a Service Territory schedule during working hours. The dispatchers have recently noticed that In-Day Optimization reschedules Service Appointments in status 'In Progress' to other Service Resources, which requires them to correct the schedule manually.
What should a consultant recommend to troubleshoot this behavior?

- A. Check if the Scheduling Policy includes the 'Resource Availability' Work Rule.
- B. Check if the 'Optimization Request' status is 'In Progress'
- C. Review if the 'In Progress' status is configured in 'Status Transitions' under 'Field Service Settings'.
- D. Review if the 'In Progress' status is excluded from In-Day Optimization under 'Field Service Settings'.

正解：D

解説：
When running optimization (Global or In-Day), the engine is allowed to move any appointment that is not
"Pinned."
* Option C is correct.In Salesforce Field Service, you must explicitly define which statuses are consideredPinned(immovable) during optimization. This is configured inField Service Settings > Optimization > Logic. If the 'In Progress' status isnotselected in the "Pinned Statuses" list, the optimization engine sees that appointment as movable. To improve the schedule, it might unassign the current tech and assign a different one, even though the tech is already on-site.
* Ensuring 'In Progress' is "excluded from optimization logic" (Pinned) forces the engine to schedule aroundthat appointment rather than moving it.
* Option B refers to "Status Transitions," which controls the lifecycle flow (e.g., New -> Scheduled -> In Progress) but does not control the scheduling engine's permission to move the job.

質問＃35
Universal Containers installers are required to complete a standardized quality checklist that includes data inputs as well as capturing some pictures of the completed installation.
How should a Field Service consultant set up the mobile experience for those installers?

- A. Use 'Deep Linking' in order to achieve this requirement
- B. Give complete edit access to the mobile app so the installers have the flexibility to update what they need
- C. Create fields on the Service Appointment and create a Service Appointment 'Record Update' action for the quality check items and leverage 'Chatter' to post images
- D. Leverage 'Work Plans' and a flow to launch from a 'Work Step'

正解：D

解説：
This scenario describes a structured process with validation (Checklist + Data + Images).
* Option A is correct.Work Plansare the standard, modern feature for checklists in Salesforce Field Service. A Work Plan consists

of "Work Steps." These steps can be linked to aFlow, which provides a user-friendly wizard to capture specific data inputs and upload images in a structured way.
* Option Bis the legacy method. Adding fields directly to the Service Appointment creates clutter and doesn't offer a step-by-step "Checklist" experience.
* Option Cis a security risk (too much access) and provides no process guidance.
* Option D(Deep Linking) is used to jumpoutof the app to another app, which is not needed here since SFS can handle flows natively.

質問 #36
What are three key considerations when working with a customer on their Service Territory management design?

- A. Sizing to 50 resources per Territory
- B. Aligning all Territories to geographic regions
- C. Sizing to 1,000 Appointments per day, per Territory
- D. Sizing to 20 qualified candidates per Appointment
- E. Ensuring all resources have skill assignments

正解：A、B、D

解説：
Service Territory design heavily impacts the performance of the Gantt and Optimization engine.
* Option C is correct:Historically, Salesforce recommended keeping Service Territories to around50 Resourcesto ensure the Gantt loads quickly and optimization runs efficiently. (While limits have increased, this remains a safe "rule of thumb" for design).
* Option D is correct:Territories are almost alwaysGeographic. This drives the travel time calculations, which are central to the Field Service value proposition.
* Option B is correct:This refers to theAppointment Bookingsearch space. If a territory is too massive, the engine has to score thousands of candidates, which is slow. Designing territories/policies so that the engine evaluates a focused set (e.g., ~20 qualified candidates) ensures sub-second response times for booking slots.
* Option A (Skill assignments) is about Resources, not Territory structure.

質問 #37
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