

# 最新のAP-209ミシユレーション問題 &合格スムーズ AP-209受験資料更新版 | 真実的なAP-209試験内容



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>> AP-209ミシユレーション問題 <<

## AP-209試験の準備方法 | 検証するAP-209ミシユレーション問題試験 | 信頼的なAdvanced Field Service Accredited Professional受験資料更新版

AP-209試験の急流を学び、AP-209試験を準備するのに20~30時間しかかかりません。多くの人々、特に現職のスタッフは仕事、学習、家族生活、その他の重要な事柄で忙しく、AP-209試験を学習して準備する時間とエネルギーがほとんどありません。しかし、AP-209テストトレントを購入すれば、最も重要なことにメインエネルギーを投資し、試験を学習して準備するために毎日1~2時間を割くことができます。AP-209試験の質問と回答は実際の試験に基づいており、Advanced Field Service Accredited Professional受験者の一般的な傾向に準拠しています。

## Salesforce Advanced Field Service Accredited Professional 認定 AP-209 試験 問題 (Q31-Q36):

### 質問 # 31

A customer provides services for a variety of products, and the capability for resources to perform services is often machine-specific. The customer explains that there are about 100 combinations of services and products that a single resource may support, and is concerned about performance.

Which configuration option should a consultant recommend?

- A. Configure skills for each combination of services and products that a resource may support
- B. Utilize an Extended Match Work Rule and custom table with records to represent each combination of services and products that a resource may support
- C. Configure an 'Extended Match' Work Rule to represent the services that resources perform. Utilize skills to filter resources by the vendors or products that they support
- D. Configure skills to represent the services that resources perform. Utilize the 'Extended Match' Work Rule to filter resources by the products that they support

正解: D

### 質問 # 32

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 'Optimization Request' status is 'In Progress'
- B. Review if the 'In Progress' status is configured in 'Status Transitions' under 'Field Service Settings'.
- C. Check if the Scheduling Policy includes the 'Resource Availability' Work Rule.
- 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 considered Pinned (immovable) during optimization. This is configured in Field Service Settings > Optimization > Logic. If the 'In Progress' status is not selected 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 around that 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 # 33

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

正解: A

解説:

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.

### 質問 # 34

A customer provides services for a variety of products, and the capability for resources to perform services is often machine-specific. The customer explains that there are about 100 combinations of services and products that a single resource may support, and is concerned about performance.

Which configuration option should a consultant recommend?

- A. Configure skills for each combination of services and products that a resource may support
- B. Utilize an Extended Match Work Rule and custom table with records to represent each combination of services and products that a resource may support
- C. Configure an 'Extended Match' Work Rule to represent the services that resources perform. Utilize skills to filter resources by the vendors or products that they support

- D. Configure skills to represent the services that resources perform. Utilize the 'Extended Match' Work Rule to filter resources by the products that they support

正解: D

解説:

This question addresses the limits of Skills (Work Rules) vs. Extended Match (Custom Criteria).

\* Option B is correct. This offers the most efficient hybrid approach<sup>9</sup>.

\* Skills: Use standard Skills for the "Service Type" (e.g., "Repair," "Install"). This is simple and low-volume.

\* Extended Match: Use the Extended Match Work Rule to handle the "Product" matching. Instead of creating thousands of skills (e.g., "Repair-ModelX," "Repair-ModelY"), you create a custom object or field logic that matches the Asset's Product to a list of Products Supported on the Resource's record. Extended Match is designed exactly for this "Pattern Matching" without polluting the Skills table.

\* Option C is incorrect because creating a unique skill for every combination (100+ per resource) leads to "Skill Explosion." This bloats the data model and degrades optimization performance<sup>10</sup>.

### 質問 # 35

Which of the following objects have fieldsets that allow controlling how the data is displayed in the 'Dispatcher Console'? (Choose 3 options)

- A. Assigned Resource
- B. Resource Absence
- C. Service Appointment
- D. Service Territory
- E. Service Resource

正解: B、C、E

解説:

The Dispatcher Console (Gantt) allows admins to customize which fields are visible in various panels and tooltips using standard Salesforce Field Sets.

\* A is correct (Resource Absence): You can control what information appears when a dispatcher hovers over a non-availability block (e.g., "Sick Day," "Doctor's Appointment") by editing the field set on the Resource Absence object.

\* B is correct (Service Appointment): This is the most heavily customized object. You can configure field sets to control the columns in the Appointment List, the text shown on the Gantt bar, and the fields in the tooltip (hover).

\* C is correct (Service Resource): You can customize the resource list (left-hand side of the Gantt) to show fields like "Vehicle Type," "Skill Level," or "Phone Number" by editing the field set on the Service Resource object.

\* Options D and E: Service Territory and Assigned Resource do not have direct field sets that control the Dispatcher Console layout in the same way the primary transactional objects do.

### 質問 # 36

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AP-209受験資料更新版: <https://www.jpctestking.com/AP-209-exam.html>

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