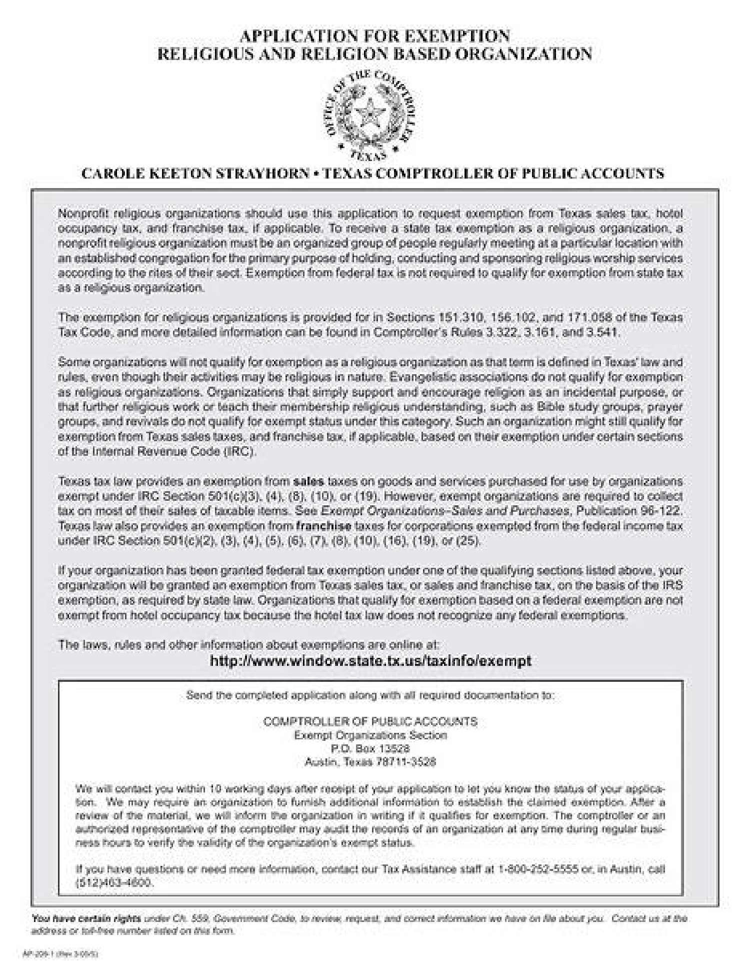
AP-209問題例、AP-209日本語サンプル



APPLICATION FOR EXEMPTION
RELIGIOUS AND RELIGION BASED ORGANIZATION

CAROLE KEETON STRAYHORN • TEXAS COMPTROLLER OF PUBLIC ACCOUNTS

Nonprofit religious organizations should use this application to request exemption from Texas sales tax, hotel occupancy tax, and franchise tax, if applicable. To receive a state tax exemption as a religious organization, a nonprofit religious organization must be an organized group of people regularly meeting at a particular location with an established congregation for the primary purpose of holding, conducting and sponsoring religious worship services according to the rites of their sect. Exemption from federal tax is not required to qualify for exemption from state tax as a religious organization.

The exemption for religious organizations is provided for in Sections 151.310, 156.102, and 171.058 of the Texas Tax Code, and more detailed information can be found in Comptroller's Rules 3.322, 3.161, and 3.541.

Some organizations will not qualify for exemption as a religious organization as that term is defined in Texas' law and rules, even though their activities may be religious in nature. Evangelistic associations do not qualify for exemption as religious organizations. Organizations that simply support and encourage religion as an incidental purpose, or that further religious work or teach their membership religious understanding, such as Bible study groups, prayer groups, and revivals do not qualify for exempt status under this category. Such an organization might still qualify for exemption from Texas sales taxes, and franchise tax, if applicable, based on their exemption under certain sections of the Internal Revenue Code (IRC).

Texas tax law provides an exemption from **sales** taxes on goods and services purchased for use by organizations exempt under IRC Section 501(c)(3), (4), (8), (10), or (19). However, exempt organizations are required to collect tax on most of their sales of taxable items. See *Exempt Organizations–Sales and Purchases*, Publication 96-122. Texas law also provides an exemption from **franchise** taxes for corporations exempted from the federal income tax under IRC Section 501(c)(2), (3), (4), (5), (6), (7), (8), (10), (16), (19), or (25).

If your organization has been granted federal tax exemption under one of the qualifying sections listed above, your organization will be granted an exemption from Texas sales tax, or sales and franchise tax, on the basis of the IRS exemption, as required by state law. Organizations that qualify for exemption based on a federal exemption are not exempt from hotel occupancy tax because the hotel tax law does not recognize any federal exemptions.

The laws, rules and other information about exemptions are online at:
http://www.window.state.tx.us/taxinfo/exempt

Send the completed application along with all required documentation to:

COMPTROLLER OF PUBLIC ACCOUNTS
Exempt Organizations Section
P.O. Box 13528
Austin, Texas 78711-3528

We will contact you within 10 working days after receipt of your application to let you know the status of your application. We may require an organization to furnish additional information to establish the claimed exemption. After a review of the material, we will inform the organization in writing if it qualifies for exemption. The comptroller or an authorized representative of the comptroller may audit the records of an organization at any time during regular business hours to verify the validity of the organization's exempt status.

If you have questions or need more information, contact our Tax Assistance staff at 1-800-252-5555 or, in Austin, call (512)463-4600.

You have certain rights *under Ch. 559, Government Code, to review, request, and correct information we have on file about you. Contact us at the address or toll-free number listed on this form.*

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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	• 実装戦略と設計: このドメインは、計画と要件収集から展開まで、そしてフィールド サービスの実装に適切な展開戦略とライセンスのニーズを決定するまで、コンサルティング プロジェクトのライフサイクル全体をカバーします。
トピック 2	• 資産: このドメインでは、階層と関係を含む資産アーキテクチャと、ライフサイクル全体にわたる顧客資産の追跡と管理の戦略を調査します。
トピック 3	• リソース管理: このドメインは、リソースの可用性、サービス テリトリー管理機能、さまざまなリソース タイプの処理、フィールド サービス担当者の最適なスケジュール戦略の実装の管理に重点を置いています。

トピック 4	• 基礎: このドメインでは、作業指示書などの複雑な作業構造のモデリング、定期的なサービスの保守計画の構築、ディスパッチャ コンソールのカスタマイズによる運用効率の向上について説明します。
トピック 5	• 最適化: このドメインでは、自動スケジューリングのためのサービス目標の使用、グローバル最適化エンジン機能、最適化の問題のトラブルシューティング、スケジューリングの品質と効率を向上させる戦略について説明します。

>> AP-209問題例 <<

AP-209日本語サンプル、AP-209資格試験

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

質問 # 31
Which three topics should a consultant raise during the project scoping discussion of a field service implementation?

- A. Project Objectives: what is essential
- B. Work Parameters: how work is being defined
- C. Solution Design: request for acceptance
- D. Terminology: translate objectives and priorities into Field Service
- E. Sprint Review: to review what will be done during the sprint cycle

正解：A、B、D

解説：
During Scoping (the initial phase), the goal is to align on the "What" and "Why" before moving to the "How."
* Option A is correct (Work Parameters):You must define what constitutes a "Job" (Work Order), how long it takes, and what skills are needed. This is the foundation of the data model.
* Option C is correct (Terminology):Mapping the customer's language to Salesforce terms (e.g., "We have 'Truck Rolls' -> In Salesforce, that is a 'Service Appointment'") is crucial to avoid confusion throughout the project.
* Option D is correct (Project Objectives):Defining what is "Essential" (MVP) vs. "Nice to Have" sets the project boundaries and success metrics.
* Option B (Sprint Review) happensduringthe build phase (Agile methodology), not during initial scoping.
* Option E (Solution Design) is theoutputof the scoping/analysis phase, not a topic you ask about during the initial discovery.

質問 # 32
Which two statements describe 'Global Optimization' accurately?

- A. It's recommended to run Global Optimization during the day of service to fix unexpected in-day changes
- B. Global Optimization is the only process that supports Service Objectives and Work Rules that are defined in the Scheduling Policy
- C. Optimization can move appointments that were previously scheduled, meaning that the optimizer can slide scheduled service appointments right or left of their current time slot
- D. Global Optimization runs faster than the Auto Scheduling process
- E. The Global Optimization process can assess millions of time slots and mobile worker options to produce schedules

正解：C、E

解説：
Global Optimization is the heavy-lifting batch process in Salesforce Field Service designed to create the most efficient schedule possible.
* Option B is correct.Global Optimization uses a powerful algorithm to evaluate millions of potential combinations of resources, times, and routes to find the best overall score based on the Service Objectives.
* Option C is correct.Unlike "Appointment Booking" (which finds a slot for a single job without disturbing others), Global Optimization has the authority toreshuffle(move) existing appointments. It can slide jobs earlier or later, or reassess assignments to minimize travel time and white space (gaps) in the schedule.
* Option A is incorrect; Optimization is a batch process that takes significantly longer than the near real- time "Auto Scheduling."
* Option D describes "In-Day Optimization." Global Optimization is typically run overnight because it changes the whole schedule, which is disruptive during the work day.
* Option E is incorrect; all scheduling methods (Global, In-Day, Resource Schedule Optimization, and Appointment Booking) utilize the Scheduling Policy (Work Rules and Objectives).

質問 # 33
A division of Green Energy Solutions has different work hours for each day, and the daily hours are inconsistent from one week to another (example: this Monday 9 am-4 pm, this Tuesday 8 am-6 pm, next Monday 8 am-3 pm, next Tuesday 9 am-2 pm). This creates a lot of overhead.
What can an administrator configure to add efficiencies into their scheduling process and mitigate administrative overhead?

- A. Create Operating Hours for all combinations and build a workflow to change the Service Territory Operating Hours every week
- B. Create Operating Hours that encompasses all the hours, then create non availabilities for the hours that are off on a given day
- C. Create Operating Hours with no availability, and use Shifts to define the daily changing availability
- D. Create a Service Territory with Operating Hours that encompasses all the hours, then create jobs for the specific hours needed to be covered

正解：C

解説：
This addresses the "Shift vs. Operating Hours" architecture.
* Option B is correct.When a schedule hasno consistent weekly pattern, using standard Operating Hours (which repeat Mon-Sun indefinitely) is inefficient. The best practice is to assign the Service Territory Member (the resource) a "Shell" Operating Hours record that haszero time slots(No Availability).
* You then useShiftsto define the specific working times for specific dates (e.g., "Nov 1st: 9am-2pm").
* Because the base Operating Hours are empty, the Scheduling Engine looksonlyat the Shifts to determine availability. This avoids the conflict of having to "subtract" time from a standard day or constantly update the base record.

質問 # 34
Which two statements are true regarding offline available inventory?

- A. Multi-location inventory is not supported in the mobile app
- B. For multi-location inventory, the app primes multiple locations and related items, but there are limits to be aware of
- C. The user's inventory is primed
- D. Inventory items can be viewed offline but cannot be consumed offline
- E. Only the most recently created Inventory items created are primed

正解：B、C

解説：
Offline capabilities are a critical feature of the Field Service mobile app.
* Option E is correct:The fundamental behavior of the app is to "Prime" (download for offline use) the inventory associated with the Service Resource. This ensures that when a technician is in a basement with no signal, they can still view their van stock and consume parts (create Product Consumed records).
* Option B is correct:Salesforce Field Service supportsMulti-Location Inventory(e.g., a technician has a Van location and a Garage location). The app is capable of priming these additional locations so the tech can transfer stock between them. However, consultants must be aware of data volume limits (priming thousands of parts can slow down sync times), so configuration settings restrict how far back or how many items are synced.

* Option Dis incorrect because the app specifically allows for theconsumptionof parts while offline; the transactions sync back to the server once connectivity is restored.

質問 # 35
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 correctbecause 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 windowdecreases(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 # 36
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