

AP-209 Prüfungs-Guide - AP-209 Prüfungsmaterialien

Teil 4

Sie hören ein Interview. Sie hören den Text zweimal.
Wählen Sie für die Aufgaben 16 bis 20 Ja oder Nein.
Lesen Sie jetzt die Aufgaben.

Beispiel

0 Sarah ist in Afrika geboren.

Ja
 Nein

16 Sarah hatte am Anfang in Deutschland Probleme.

Ja
 Nein

17 Ihre Geschwister haben ihr das Fußballspielen gezeigt.

Ja
 Nein

18 Ihr Lehrer hat ihr einen Verein empfohlen.

Ja
 Nein

19 Sarah hat schon bei vielen internationalen Spielen mitgespielt.

Ja
 Nein

20 Sie studiert jetzt Sport an der Universität.

Ja
 Nein

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Salesforce AP-209 Prüfungsplan:

Thema	Einzelheiten
Thema 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.
Thema 2	<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.

Thema 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.
Thema 4	<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.

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Salesforce Advanced Field Service Accredited Professional AP-209 Prüfungsfragen mit Lösungen (Q26-Q31):

26. Frage

After running a Global Optimization on an empty Gantt, the dispatcher at Green Energy Solutions noticed that one of the Service Appointments wasn't scheduled, although there seems to be enough white space on the Gantt for it to fit in. What should the dispatcher do to identify the root cause?

- A. Click on the 'Appointment Booking' action on the appointment from the appointments list to identify which candidates are displayed.
- **B. Manually drag the Service Appointment to a place on the white space and observe what rule violations are displayed.**
- C. Remove the Service Objective with the highest weight from the Scheduling Policy.
- D. Check the 'In-Day Optimization' checkbox on the Scheduling Policy used in the previous run, and re- run the optimization request.

Antwort: B

Begründung:

This is the standard troubleshooting procedure for "Why wasn't this scheduled?".

* Option A is correct. If there is white space, but the optimizer didn't use it, there is likely a Rule Violation (Hard Constraint) preventing it (e.g., The resource is missing a Skill, the Territory doesn't match, or the Travel Time is too long). Manually dragging the appointment to that specific spot on the Gantt triggers the rule validation logic, and the console will pop up a "Rule Violation" message telling you exactly which rule failed (e.g., "Match Skills Rule Violation").

* Option B helps find valid slots, but it doesn't explain why the current white space is invalid.

* Option C addresses scoring (Objectives), not hard constraints (Rules). If there was space, the objectives would just give it a low score, not prevent scheduling entirely (unless the score was 0, but Rule Violations are the more common culprit for unscheduled work).

27. Frage

What are the two related lists a consultant will need to pay attention to when viewing Assets that may have been replaced and/or upgraded by new Assets out in the field?

- A. Primary Assets related list as it shows Assets that the current Asset replaced
- **B. Related Assets related list as it shows Assets that the current Asset replaced**
- C. Primary Assets related list as it shows Assets that replaced the current Asset
- **D. Related Assets related list as it shows Assets that replaced the current Asset**

Antwort: B,D

Begründung:

Asset replacement and history in Salesforce are tracked using the Asset Relationship object.

* Options A and B are correct. The Asset Relationship object links two assets together (e.g., Old Asset -

> New Asset) with a relationship type like "Replacement" or "Upgrade." On the Asset page layout, this related list (often labeled "Asset Relationships" or "Related Assets") allows you to see the history in both directions:

* Forward: See the new asset that replaced this asset (Option A).

* Backward: See the old asset that this asset replaced (Option B).

* Options C and D are incorrect. "Primary Assets" is typically a concept associated with Service Contracts (covering the main asset) or Entitlements, not the history of physical swaps/upgrades between asset records.

(Note: The provided PDF source likely contains an error marking D as correct. "Primary Assets" is not the standard location for replacement history.)

28. Frage

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

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

Antwort: B,C,E

Begründung:

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.

29. Frage

A company wants to evaluate whether Global Optimization is giving them the desired results like reduced travel or improved resource utilization. As a result of the evaluation, the company has decided to deploy globally.

What should an admin do to provide visibility into KPI improvements for Global Optimization?

- A. Get the data from the 'Dispatcher Console' for all the requests
- B. Subscribe to Analytics App
- C. Install the 'SFS Dashboard' package and use the 'SFS Service Manager' dashboard
- D. Configure 'Optimization Insights' feature

Antwort: D

Begründung:

Optimization Insights is the dedicated Field Service feature that captures per-run metrics such as travel time saved, utilization, gap minimization, and unscheduled work, making it the standard way to evaluate Global Optimization quality.

* Option B is correct. Enabling Optimization Insights records the before/after metrics for each optimization request - travel minutes, scheduled vs. unscheduled count, average gap, and other KPIs.

The data is available on the Optimization Request object and can be reported on directly in Salesforce.

* Option A is incorrect because the SFS Dashboard package is an older, less precise tool that does not capture per-run optimization data.

* Option C is incorrect because the Dispatcher Console is an operational view, not an analytics surface.

* Option D is incorrect because subscribing to an Analytics App is unnecessary overhead when a built-in feature exists.

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