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QUESTION 1

The field service administrator at Ursa Major Solar updates the skills required on the most common work types to adapt to the increasing complexity of jobs. This change has led to many service appointments to be in violation. There is a global optimization job set up to run nightly that has been working correctly up until this point. The administrator needs to understand why the jobs are still scheduled to resources that lack the appropriate skill level.

What are two reasons appointments remain in violation and are not reassigned?

Choose 2 answers

- A. Global optimization doesn't reschedule appointments that have rule violations.
- B. The optimizer uses a scheduling policy different from what is used on the dispatch console.
- C. The territory of the resources was not included in the global optimization request.
- D. There are no service resources available with the required skill levels.

Correct Answer: BC

QUESTION 2

Universal Containers (UC) has 140 service resources who handle 2,400 service appointments per day.

How should UC define Service Territories to ensure a high quality of optimization and dispatcher experience?

- A. Three Service Territories with fewer than 50 resources
- B. Two Service Territories that split the Service Resources evenly
- C. One Service Territory with four Polygons
- D. Five Service Territories with fewer than 500 Service Appointments per day

Correct Answer: A

QUESTION 3

Universal Containers wants to ensure that Service Appointments are only assigned to Active Resources.

Which configuration should a Consultant recommend for the Scheduling Policy?

- A. Match Fields
- B. Preferred Resources
- C. Match Boolean
- D. Required Resources.



Correct Answer: C

QUESTION 4

Universal Containers (UC) is rolling out Inventory Management to better manage parts and inventory. UC wants to automatically associate certain parts and products to Work Orders upon creation based on the work to be performed.

How should the Consultant meet this requirement?

- A. Add Products to the Work Order Products Related List on the Asset object.
- B. Add Products to the Products Required Related List on the Work Type object.
- C. Add Products to the Products Required Related List on the Asset object.
- D. Add Products to the Work Order Products Related List on the Work Type object.

Correct Answer: B

QUESTION 5

A customer makes one appointment for the sales department, and another appointment for the service department. The two appointments should be handled on the same day, but should be created as separate appointments. In addition, the technician must complete one appointment before starting the next. The agent wants to make sure these two appointments are scheduled together and in sequence.

Which three things should the consultant verify to ensure these requirements are simultaneous scheduling will occur?

Choose 3 answers

- A. The same resource and same day fields appear on the service appointments page layout.
- B. The complex work visual force page is added to the service appointments page layout.
- C. A dependency has been created between the two appointment and the start time are the same.
- D. The checkbox uses all-or-none scheduling for related appointments in field service setting is selected.
- E. The dependency type is set to start after finish and day on the service appointment in the dependency.

Correct Answer: BDE

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