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QUESTION 1

Optimization for the Midwest territory is set to automatically run each night for the next three days. The Dispatcher has noticed that the optimizer is leaving many Service Appointments unscheduled and has asked the Consultant to troubleshoot the issue. The Consultant notices that the Optimization Run Time per Service Appointment is set to Low in the Field Service Settings.

Which two conditions would make the Consultant consider setting the optimizer to High\\'

Choose 2 answers

- A. The Scheduling Policy Used field is blank.
- B. The schedulingpolicy is producing too many candidates that qualify for each Service Appointment.
- C. Most service appointments have the same priority.
- D. The Calculate travel and breaks Field Service Setting is disabled for the Service Resource Availability work rule.

Correct Answer: BC

QUESTION 2

Universal Containers has Resources working in multiple countries and time zones. Each country has different holidaysand working hours as allowed by law. What should a Consultant recommend to implement these parameters with the most flexibility possible?

- A. Work Types, Resource Availabilities, and Operating Hours
- B. Service Territories, Resource Capacity, and Business Hours
- C. Service Territories, Operating Hours, and Resource Absences
- D. Skills, Operating Hours, Time Slots, and Holidays.

Correct Answer: C

QUESTION 3

How should the consultant recommend visualizing the highest revenue generating service appointments on the Gantt?

- A. Add the relevant field to the field set.
- B. Use map report layers.
- C. Color code using Gantt palettes.
- D. Create a Gantt action to highlight.

Correct Answer: C



QUESTION 4

Universal Containers wants to encourage their Technicians to identify sales opportunities in the field. Which option should a Consultant recommend?

- A. Log a follow-up task on the Work Order.
- B. Call the Sales Team with the Opportunity.
- C. Create a custom field on the Work Order.
- D. Create a Quick Action to create the Opportunity.

Correct Answer: D

QUESTION 5

A Field Service Technician wants to view a list of parts consumed during a given time period. The Technician will then use the data to replenish inventory on the truck. Which three steps should a Consultant recommend to track the number of parts consumed? Choose 3 answers.

- A. Build a report to view Products Consumed on Work Order Line Items.
- B. Build a report using the Service Appointment Inventory module.
- C. Build a report to view Products Consumed on Work Orders.
- D. Build a report using the Work Order inventory module.
- E. Build a report to view Inventory Transactions.

Correct Answer: ACE

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