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QUESTION 1

Universal Containers is evaluating a strategy for reducing the cost of service using automated scheduling. Which two approaches will contribute to this goal? Choose 2 answers

- A. Reduced Work Orders per Shift.
- B. Reduced Overtime per Work Order.
- C. Reduced Travel Time per Work Order.
- D. Reduced Absences per Employee.

Correct Answer: BC

QUESTION 2

Universal Containers provides 24/7 service support to its customers. However, their Field Service Technicians have specified working hours. Which two items should the Consultant create? Choose 2 answers.

- A. Create operating hours for the Service Appointment.
- B. Create operating hours for the Service Resource.
- C. Create operating hours for the Optimization Engine.
- D. Create operating hours for the Service Territory.

Correct Answer: BD

QUESTION 3

Northern Trail Outfitters has hired a contractor to help with service calls on an as-needed basis. The contractor should be limited to travel a maximum of 50 minutes from home.

Which action should a consultant recommend?

- A. Link rules to Relevance Groups.
- B. Assign a high efficiency score.
- C. Check '\\Keep These Appointments Scheduled\\'.
- D. Include a Match Fields work rule.

Correct Answer: B



QUESTION 4

Universal Containers wants to ensure that Service Appointments are only assigned to Resources who are Active. What configuration should a Consultant recommend for the Scheduling Policy?

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

Correct Answer: C

QUESTION 5

A technician reported that the travel time calculated between appointments is often too short because job delays throughout the day.

Which setting should a consultant consider to improve travel time accuracy?

- A. Minimum grade, default operating hour
- B. Estimated travel time, minimize travel
- C. Travel speed unit, actual travel time
- D. Street level routing, Default travel speed

Correct Answer: D

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