QUESTION: 1

After reviewing the overall performance metrics of their workforce, a company identified that their techniciansare frequently arriving at jobs late.They want to use reoptimization to reduce the amount of lateness and improve their technicians' on-timearrival.Which setting is required to do this?

Option A : Enable Reoptimization within the routing plan, then select "Reduce overdue."
Option B : Enable Reoptimization within the routing plan, then select "Assign overdue activities."
Option C : Enable Reoptimization within the routing plan, then select "Reduce overtime "
Option D : Enable Reoptimization within the routing plan, then select "Assign high priority activities."
Option E : Enable Reoptimization within the routing plan, then select "Optimize routes."

Correct Answer: B

QUESTION: 2

On the Quota screen in Oracle Field Service Cloud (OFSC), there is a column that displays values for 'OtherActivities'.Which describes the 'Other Activities' that contribute to the values displayed in that column?

Option A : activities that consume capacity but are not associated with the capacity categories or time slots configured for a given Capacity Area
Option B : non-scheduled activities that exist within the Capacity Area bucket
Option C : activities that have specifically been added by field resources using the 'Add Activity1, 'Prework' or 'Reopen' actions
Option D : non-scheduled activities that are either within the Capacity Area bucket or currently assigned to resources' routes

Correct Answer: D

QUESTION: 3

Your customer has enabled "Calculate activity duration using statistics" with a "Default duration' of 48minutes for a new Activity Type called TV Upgrade.Your customer has created a new TV Upgrade activity with a manually set 30-minute duration. Whichstatement is true regarding the estimated duration for this new TV Upgrade activity?

Option A : The activity duration is set as 30 minutes when no learned statistics are available.
Option B : The activity duration is set as 30 minutes.
Option C : The activity duration is set as 30 minutes when learned statistics are available.
Option D : The activity duration is set as 48 minutes.
Option E : The activity duration is set as 48 minutes when no learned statistics are available.
Option F : The activity duration is set as 48 minutes when learned statistics are available

Correct Answer: D

QUESTION: 4

A resource is assigned a work skill group that contains 'skill A' with a 90% skill levjel. The same 'skill A' is also assigned to them directly with a level of 100%. How will routing consider that resource's level for 'skill A' for activity assignment decisions?

Option A : The work skill group assignment takes precedence, so routing will consider the resource to have a level or 90% for 'skill A'.

Option B : OFSC will prevent such a situation by presenting an error when the same skill is assigned with conflicting levels.

Option C : The individual skill assignment takes precedence, so routing will consider the resource to have a level of 100% for 'skill A

Option D : Routing wiil consider the resource-s level to be an average of the level from the group and the individually assigned 'skill A1 (95%).

Correct Answer: C

QUESTION: 5

What happens when you enable the assignment parameter "Limit work by points"?

Option A : If resources have shifts assigned to them with point values, routing will not assign activities whose cumulative point total exceeds the shift point value.

Option B : Routing will use each activity-s unique point value to prioritize assignment of higher point activities over lower point activities. Option C : Routing will not assign a given activity if that activity-s point value exceeds the resource-s maximum personal point limit.

Option D : If a resource has a point value configured on their Resource Information screen, routing will limit assignment of additional activities if the cumulative point total exceeds the resource-s point limit

Correct Answer: D