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QUESTION 1

After reviewing the overall performance metrics of their workforce, a company identified that their technicians are frequently arriving at jobs late.

They want to use reoptimization to reduce the amount of lateness and improve their technicians\\' on-time arrival.

Which setting is required to do this?

A. Enable Reoptimization within the routing plan, then select "Reduce overdue."

B. Enable Reoptimization within the routing plan, then select "Assign overdue activities."

C. Enable Reoptimization within the routing plan, then select "Reduce overtime "

D. Enable Reoptimization within the routing plan, then select "Assign high priority activities."

E. Enable Reoptimization within the routing plan, then select "Optimize routes."

Correct Answer: B

https://docs.oracle.com/en/cloud/saas/field- service/18a/farcu/using-routing-cloud-service.pdf

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QUESTION 2

A customer wants to change the information that displays in theCollaboration window when an activity is dragged into it.

What needs to be modified to ensure that the preferred activity properties appear?

A. the \\'Identify activity by\\' context

B. the \\'Activities\\' context

C. the \\'Activity hint\\' context

D. the \\'Activity details in chat\\' context

Correct Answer: C

QUESTION 3

A company has technicians in a local Austin office in the United States, which has beenconfigured as a bucket within Oracle Field Service Cloud (OFSC).

They want all of their technicians to be able to work within the AUSTIN_SOUTHWEST work zone, but also need just the technicians Sandra Bernstein and Larry Johnson to be able to work within the AUSTIN_NORTHWEST work zone as well.

Which work zone configuration option meets these requirements?

A. Assign the AUSTIN_SOUTHWEST work zone to the Austin bucket.

B. Assign the AUSTIN_SOUTHWEST work zone to the Austin bucket and also set the

C. AUSTIN_NORTHWEST work zone individually on Sandra Bernstein and Larry Johnson\\'s resource records.

D. Assign both the AUSTIN_SOUTHWEST and the AUSTIN_NORTHWEST work zones to the Austin bucket.

E. Assign the AUSTIN_SOUTHWEST work zone to the Austin bucket and also setthe AUSTIN_NORTHWEST and the AUSTIN_SOUTHWEST work zones individually on Sandra Bernstein and Larry Johnson\\'s resource records.

Correct Answer: A

QUESTION 4

A customer has a few back office workers that need to be able to move certain activities to field technicians regardless of whether those technicians have the corresponding work skills that the jobs require or not.

Which configuration option ensures that those workers have the ability to override potential work skill mismatches when moving activities to field technicians?

A. Enable the \\'Ignore work zones / work skills mismatch on activity moves\\' feature for the Activity Type(s) that require the override ability.

B. Enable the \\'Ignore work zones / work skills mismatch on activity moves\\' feature for the Resource Type

(s) that those back office workers are assigned.

C. Enable the \\'Ignore work zones / work skills mismatch on activity moves\\' feature for the User Type (s) that those back office workers are assigned.

D. Enable the \\'Ignore work zones / work skills mismatch on activity moves\\' feature for the Resource Type

(s) of the field technicians to which the activities could be moved.

Correct Answer: D

QUESTION 5

Your customer wants routing to estimate accurate travel times from their resources\\' home locations to their first activities of the daywhen making automated assignments.

What two configurations are required to be in place to support this requirement?

A. Resource\\'s "Start location" must be assigned for each weekday that routing should assign resource work.

B. Resource\\'s Home Zone Centermust be assigned for each weekday routing should assign that resource work.

C. Resource\\'s "Start location" must be configured as a shared location at the resource\\'s parent level in the resource tree.

D. The resource type setting "Working time includes travel to first activity" must be selected.

Correct Answer: AD