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QUESTION 1

Which two statements are true regarding managing inventory within OFSC?

A. A resource with eligible permissions can addinventory to his or her own pool.

B. Missing required inventory does not restrict an activity from being completed.

C. When customer inventory is de-installed, it is moved to the "Resource" pool.

D. Filters can be created for inventory.

Correct Answer: AC

https://docs.oracle.com/en/cloud/saas/field- service/18c/faadu/configuring-oracle-field-service-cloud.html
https://docs.oracle.com/cloud/august2017/fieldservicecs_gs/CXFSC/OFSC_List_of_Tasks_ Methods_Inventories.html

QUESTION 2

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

QUESTION 3

Your customer offers a "triple play" service where an installation requires three work skills: "Cable","Internet", and "Phone".

To accommodate this service, a work skill group has been set up called "Triple Play", and it includes each of those three skills with levels of 100. This work skill group is assigned to all technicians, and it is also associated with a "Triple Play" capacity category.

One of the technicians named Billy Bishop also has the "Cable" work skill individually assigned with a level of 50.

Which two statements are true effect this configuration has on activity assignments and capacitymanagement?

A. An activity with a single work skill "Cable", with a "Required" level of 100, will not be automatically assigned to Billy Bishop.

B. An activity with a single work skill "Cable", with a "Required" level of 100, will not consume capacity from the "Triple Play" capacity category.

C. An activity with a single work skill "Cable", with a "Required" level of 100, can be automatically assigned to Billy Bishop.

D. An activity with a single work skill "Cable", with a "Required" level of 100, will consume capacity, from the "Triple Play\\' capacity category

Correct Answer: BC

QUESTION 4

On the Quota screen in Oracle Field Service Cloud (OFSC), there is a column that displays values for \\'Other Activities\\'.

Which describes the \\'Other Activities\\' that contribute to the values displayed in that column?

A. activities that consume capacity but are not associated with the capacity categories or time slots configured for a given Capacity Area

B. non-scheduled activities that exist within the Capacity Area bucket

C. activities that have specifically been added by field resources using the \\'Add Activity1, \\'Prework\\' or \\'Reopen\\' actions

D. non-scheduled activities that are either within the Capacity Area bucket or currently assigned to resources\\' routes

Correct Answer: D

QUESTION 5

A company has a policy that even if they route a full day\\'s work to a technician, they would only like to reveal the next two activities on the technician\\'s route ontheir mobile device.

How do you use filters to satisfy this requirement?

A. Create an activity filter with "Activity Scheduled in 1,2" and set the filter in the Restriction and Filters tab for the User Type of the technician.

B. Create an activity filter with "Activity location

C. Create an activity filter with "Pending Activity Order in 1,2" and set the filter in the Restriction and Filters tab for the UserType of the technician.

D. Create an activity filter with "Position in route

Correct Answer: A

QUESTION 6

Which three Launch Conditions include configurable trigger thresholds?

A. \\'Route is activated\\'

B. \\'Route is not activated\\'

C. \\'Next activity is about to start\\'

D. \\'Estimated time of arrival has changed\\'

E. \\'Service request is created\\'

F. \\'Activity is not started after the ETA\\'

Correct Answer: ABF

QUESTION 7

Your customer identified that their current capacity indicators for major and critical capacity levels need to be modified.

Which step must you take to solve this issue?

A. Go to Configuration > Business Rules and modify the Capacity intervals.

B. Go to Configuration and add a new Capacity Category.

C. Go to Configuration > Capacity Categories and add or edit time slots.

D. Go to Configuration > Display and modify the "Quota Settings".

Correct Answer: D

https://docs.oracle.com/en/cloud/saas/field- service/18c/faadu/configuring-oracle-field-servicecloud.html#work-skill-groups

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QUESTION 8

Which two statements are correct regarding String and Integer property types?

A. Both property types can contain alphanumeric characters and punctuation.

B. Both property types can containGeolocation elements.

C. Integer property types can be used for check box elements, whereas String property types can be used for phone numbers or email addresses.

D. Both property types can include regular expressions.

Correct Answer: BD

QUESTION 9

A customer wants to configure Oracle Field Service Cloud (OFSC) to display a warning in the Dispatch Console wfien a resource has not activated their route by their exact shift start time. An email notification should also be generated and sent to the resource\\'s supervisor.

Which two options are correct regarding how this requirement is supported?

A. Configuring a message scenariowith the launch condition \\'Route is not activated\\' will also automatically enable the \\'Route has not been started x minutes after the start time of resource work day\\' alert to display at the \\'Shift should have started X minutes ago according to the calendar\\' timing setting.

B. The Alert Setting \\'Route has not been started x minutes after the start time of resource work day\\' should be set to 1 minute.

C. A message scenario with the Launch Condition \\'Route is not activated\\' must be configured for the email notification.

D. The Alert Setting \\'Route has not been started x minutes after the start time of resource work day\\' should be set to 0 minutes.

Correct Answer: AB

QUESTION 10

You are creating a new String property for field technicians to capture a customer\\'s email address and want to be sure that any entries are in a valid format.

Which stepis required to force a valid email address?

A. Add a property hint that explains the proper format.

B. Choose "Email" from the GUI drop-down list.

C. Enter an appropriate regular expression to validate entries.

D. Enter the appropriate XSLtransformation code to force valid entries.

Correct Answer: B

https://docs.oracle.com/cloud/august2017/fieldservicecs_gs/FAADU/Administrati on.htm

QUESTION 11

Where are permissions enabled for users to access Collaboration?

A. the Business Rules configuration screen

B. the Resource Information configuration screen

C. the User Type configuration screen

D. the Resource Type configuration screen

Correct Answer: C

https://docs.oracle.com/cloud/february2017/fieldservicecs_gs/FASCL/Collaboration2.htm#FASCLConfigureUserGroups
AndHelpdesk-30EA0AD0

QUESTION 12

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 13

Your customer has enabled the setting \'Personalize the estimation of activity duration\' for a given Resource Type.

What is the consequence of this setting for resources of that type?

A. It ensures that all new resources of this type will have the same duration ratios based on the company-level duration estimations.

B. It ensures that the same activity durations for resources of thistype will be applied to all Activity Types.

C. It ensures that activity durations recorded for resources of this Resource Type will not be applied to company-level estimations.

D. It permits the ability to set duration ratios based on the company-level duration estimations for new resources of this type.

Correct Answer: B

QUESTION 14

While most field resources for a particularcompany should see the countdown that displays the estimated time remaining for an activity in Oracle Field Service Cloud (OFSC), their \'contractor resources\' that only perform periodica work should NOT see it.

Which configuration supports the requirementto hide the countdown timer for those \'contractor resources\' that do NOT need to see it when they are working on their assigned activities?

A. Assign the \'contractor resources\' to a Resource Type where the \'Display the remaining activity time\' feature isdisabled.

B. Assign the \\'contractor resources\\' to a User Type where the \\'Display the remaining activity time\\' feature is disabled.

C. Set the visibility condition for the Activity Timer context to \\'show* for the User Types that need it, but exclude the ones assigned to the \\'contractor resources\\'.

D. Set the visibility condition for the Activity Timer context to \\'hidden\\' for the \\'contractor resources\\' assigned User Type.

Correct Answer: A

QUESTION 15

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

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