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Oracle Field Service Cloud 2019 Implementation Essentials

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QUESTION 1

The key values for one of your work zones have changed and you need to update that work zone via a Metadata API call.

The problem is that some of the new key values might already be associated with other work zones, thereby creating potential conflicts.

What are you required to do within the "Replace Work Zone" API call to ensure that the keys sent in the request are the true values to be associated with the work zone you are updating?

- A. Include {"autoResolveConflicts": "1"} as part of the body of the request.
- B. Specify a parameter of "autoResolveconflicts=1" within the request.
- C. Specify a parameter of "autoResolveconflicts=true" within the request.
- D. Include {"autoResolveConflicts": "true"} as part of the body of the request.

Correct Answer: C

https://docs.oracle.com/en/cloud/saas/field-service/18a/cxfsc/OFSC_Resolving_Conflicts_During_Work_Zone_Creation.html

QUESTION 2

When assigning work zones to field resources, each zone assignment can be either 'regular' or 'temporary' (override). Which statement is accurate regarding how those types of work zone assignments interact?

- A. If a 'temporary' zone is assigned to a resource, then during its configured date range, the resource will only be able to work in that zone, regardless of any other 'regular' assigned work zones.
- B. If a 'regular' zone is assigned to a resource, then during its configured date range, the resource will only be able to work within that zone, regardless of any other 'temporary' assigned work zones.
- C. If a 'temporary' zone is assigned to a resource, then during its configured date range, the resource will be able to work within that zone as well as within any other 'regular' assigned work zones.
- D. If a 'regular' zone is assigned to a resource, then during its configured date range, the resource will be able to work within that zone as well as within any other 'temporary' assigned work zones.

Correct Answer: A

QUESTION 3

A company has a policy that all their technicians will start their working day at their first job and end their day at the office depot. What should you set in the system to capture this requirement?

- A. Resource start location = home, Resource end location = office depot, resource type features = working time includes

travel from last activity is checked, working time includes travel to first activity is left unchecked.

B. Resource start location = office depot, Resource end location = home, resource type features ?working time includes travel from last activity is checked, working time includes travel to first activity is left unchecked.

C. Resource start location = home, Resource end location = office depot, resource type features * working time includes travel from last activity is left unchecked, working time includes travel to first activity is checked.

D. Resource start location = home, Resource end location = home, resource type features = working time includes travel from last activity is checked, working time includes travel to first act left unchecked.

Correct Answer: A

QUESTION 4

A field technician has been assigned a scheduled, but not-ordered activity that they need to perform later in q given day.

Their company has a policy that requires their technicians to perform some advance testing as an administrative task prior to beginning work on these types of activities. Which option enables them to account for their time performing these tasks?

A. Create a '\\start-after\\' link template between the preliminary work and the scheduled work.

B. Select the '\\Prewrite\\' action from within the activity record in Oracle Field Service Cloud (OFSC).

C. Add a new '\\Prewrite\\' custom property to the '\\Edit/View activity\\' context in Oracle Field Service Cloud (OFSC).

D. Create a '\\start-before\\' link template between the preliminary work and the scheduled work.

Correct Answer: D

QUESTION 5

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 contain Geolocation 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 6

Your customer has received some complaints about certain resources, and that information has been recorded within their CRM system.

They want to pass this information along when activities are booked and sent to OFSC, so that it can be used as a routing constraint for any of their customer-facing Activity Types.

Which standard Activity Type features must be enabled to support this requirement?

- A. "Allow creation in buckets" and "Allow move between resources"
- B. "Allow to create from incoming interface" and "Support of preferred resources"
- C. "Allow to create from incoming interface" and "Allow move between resources"
- D. "Allow Mass Activities" and "Support of preferred resources"

Correct Answer: A

QUESTION 7

A company very occasionally outsources some ad-hoc jobs to workers that are not employed directly by that company, and as such have created a new Resource Type in OFSC with the "Resource is a contingent worker" feature enabled. Which three of the following are correct regarding how those contingent workers will be handled by OFSC?

- A. Routing may assign activities to them, but contingent workers will not be included in quota calculations.
- B. Contingent workers cannot participate in Teamwork within OFSC.
- C. Contingent workers' reported activity durations are not factored into company-wide statistics and estimations.
- D. Contingent workers will be included in quota calculations, but routing will not assign activities to them.
- E. Contingent workers will be removed from the OFSC system if they have not activated a route in twelve continuous months.

Correct Answer: ABC

QUESTION 8

While most field resources for a particular company 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 periodic work should NOT see it.

Which configuration supports the requirement to 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 is disabled.
- 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 9

Your customer has a group of technicians who are working in the following rotating shifts:

Two consecutive weeks: Monday through Friday from 8 AM to 5 PM Next two consecutive weeks: Monday through Friday from 9 AM to 6 PM and also Saturday from 11 AM to 1 PM During the Monday through Friday shifts, lunch is every day at 1 PM.

Which configuration supports this rotating shift requirement?

- A. Create one work schedule with three shifts. Two of those shifts must include a repeating activity for lunch.
- B. Create a work schedule with three shifts. Each shift must include a repeating activity for lunch.
- C. Create one shift with two "working time" calendars and include a repeating activity for lunch.
- D. Create one shift with two work schedules. Each work schedule must include a repeating act for lunch.
- E. Create a work schedule with two shifts. Each of those shifts must include a repeating activity for lunch.

Correct Answer: E

QUESTION 10

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-service-cloud.html#work-skill-groups>

QUESTION 11

Which three configurations will enable booking to automatically close?

- A. specific work zones at designated times, based on intersections of capacity categories and booking intervals, set for either the same day or from 1-5 days earlier
- B. specific work zones at designated times, based on booking intervals including All Day intervals, set for either the same day or from 1-5 days earlier
- C. specific booking intervals at designated times, set for either the same day or from 1-5 days earlier
- D. specific capacity intervals at designated times, set for either the same day or from 1-5 days earlier
- E. specific work zones at designated times, based on intersections of capacity categories and time slots, set for either the same day or from 1-5 days earlier

Correct Answer: ABE

QUESTION 12

Which two default attributes serve as stand-alone keys for work zones?

- A. Service Code
- B. Completion Code
- C. Fault code
- D. Zip code
- E. Travel area
- F. City

Correct Answer: DE

QUESTION 13

A new Activity Type Group called '\\Low Priority Work1' has been created in Oracle Field Service Cloud (OFSC) and a number of Activity Types from the '\\Customer\\' group have been moved into this new group.

You have been tasked to change the Time Slot for these Activity Types to '\\All-Day\\' because they are low priority.

How do you configure this via the Activity Types screen?

- A. Modify the '\\Low Priority Work\\' group and set the Time Slot to '\\All-Day\\'.
- B. Select the first Activity Type within the group, click '\\Modify\\' and set Time Slot to '\\All-Day\\'. Then use the '\\Clone\\' function to update the remaining Activity Types.
- C. For every Activity Type you need to modify, click the '\\Modify\\' action and select the '\\All- Day\\' Time Slot for them.
- D. Select the Activity Types within the group, and then click Time Slot and choose '\\All-Day\\'.

Correct Answer: D

QUESTION 14

You need to configure a property to display a list of a customer's current subscribed services on your technician's mobile device in an easily readable table format. How do you accomplish this?

- A. Create a String property and use a Regular Expression to set the format of the table.
- B. Create a String property and use the Regular Expression and XSL Transformation fields.
- C. Create a File property and use the Regular Expression and XSL Transformation fields.
- D. Create a String or File property and use the Regular Expression and XSL Transformation fields.
- E. Create a File property and use a Regular Expression to set the format of the table.

Correct Answer: D

QUESTION 15

The Display setting "Idle Time Minimum" is set to 5 mins. What is the consequence of this setting?

- A. Idle time that is estimated to be less than 5 mins in duration in the OFSC Mobility time view will be shown as 5 mins in duration.
- B. The mobile resource's alert panel will show an alert for occurrences of idle time estimated to exceed 5 mins in duration on the route.
- C. Idle time that exceeds 5 mins in duration that is prior to an activity will cause that activity to show a red "jeopardy" color in OFSC Mobility.
- D. Idle time estimated to be below 5 mins in duration will not be shown as idle time on the OFSC Mobility time view.

Correct Answer: D

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