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QUESTION 1

Your customer's technicians need to be able to send a notification to a 3rd-party system that a particular step has been taken while working on an activity.

You need to create an action link that can be used by the technician to initiate this notification. This message will use the launch condition "Service request is created".

What base action must you specify?

- A. `send_request`
- B. `change_activity`
- C. `create_request`
- D. `create_activity`

Correct Answer: C

QUESTION 2

Your company has three different levels of "VIP" customers - Gold, Silver, and Bronze. On an Activity Details record, there is a read-only "VIP Status" property where one of these options will be selected.

Any Gold VIP customers should be offered a free three-month streaming VoD service trial as a token of appreciation.

If they accept, a record of that must be maintained. A "VoD Service Trial" Integer check box property has been created.

What must you do in order to ensure that the check box is visible only in the Activity Details screen for Gold VIP member?

- A. Create a Filter to only show the VoD Service Trial Property if "Gold" appears on the Activity Details page.
- B. Set a condition within the VoD Service Trial property to limit visibility.
- C. Use a regular expression to limit valid entries to "Gold" only.
- D. Add the VoD Service Trial property with a conditional Visibility to the Activity Details screen.

Correct Answer: B

QUESTION 3

Which two statements are true regarding managing inventory within OFSC?

- A. A resource with eligible permissions can add inventory 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 4

A customer supports a particular type of activity that requires a security clearance to gain access to the job site, and they only have a few resources that have clearances.

These activities don't happen all that often, and as such, they are not concerned with quota management for them. Instead, when an activity of this type needs to be booked, the customer will directly assign it to one of their qualified resources.

Which API request will provide this customer with the information they need to directly assign the activity to the right resource?

- A. GET 'resources' request
- B. 'activityBookingOptions' request
- C. 'bookingStatuses' request
- D. 'findMatchingResources' request

Correct Answer: A

QUESTION 5

Which two statements are true regarding the correlation between launch conditions and message scenarios within OFSC?

- A. A given launch condition can be assigned to multiple message scenarios simultaneously.
- B. A given launch condition can only be assigned to one message scenario at a time.
- C. A given message scenario can only include one launch condition at a time.
- D. A given message scenario can include multiple launch conditions simultaneously.

Correct Answer: BD

<https://docs.oracle.com/en/cloud/saas/field-service/18a/famsc/message-scenario-configuration-guide.pdf>

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