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QUESTION 1

Which three options represent capabilities of the broadcast feature within Collaboration initiated via OFSC Mobility?

- A. broadcast messages to users based on their assigned Collaboration group(s)
- B. broadcast messages to users based on their proximity to a location on the map
- C. broadcast messages to users based on their compliance with Smart Location settings
- D. broadcast messages to users based on their matches to an activity's work zone, work skill, and timing requirements
- E. broadcast messages to users based on their assigned Help Desk(s)
- F. broadcast messages to users based on their assigned User Type

Correct Answer: CDF

QUESTION 2

Your company has three different levels of 'VIP' customers - Gold, Silver, and Bronze.

There is a read-only 'VIP Level' property where one of these options will appear on the 'Edit/View Activity' form of every applicable activity.

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 checkbox is visible on the Edit/View Activity form only for Gold VIP members?

- A. Create a filter to only show the 'VoD Service Trial' property if 'Gold' appears on the Edit/View Activity form.
- B. Use a regular expression to limit valid entries for the 'VoD Service Trial' property to 'Gold' only.
- C. Add the VoD Service Trial property with a default value of 'Gold' to the Edit/View Activity form.
- D. Add the 'VoD Service Trial' property with a conditional visibility to the Edit/View Activity form.

Correct Answer: B

QUESTION 3

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 4

Which two settings must be configured to ensure that an alert will display in the Dispatch Console when a resource does NOT activate their route on time?

A. Configure a message associated with the "Route is not activated" launch condition within a Message Scenario.

B. Create a resource filter that has an "Activated contains Activated" condition for use in the List/Time/ Map/Daily views.

C. Configure the "Route has not been started XX minutes after the start time of resource work day" alert setting from the Display screen.

D. Select the "Enable 'Not activated in time' alert and trigger" within the appropriate Resource Types configuration screen.

Correct Answer: CD

QUESTION 5

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 6

An activity with an "Installation" work skill exists in a bucket and is ready to be routed.

The resource has nowork skills designated on his or her record, but qualifies for that activity in all other categories.

How does routing handle the assignment of this activity?

- A. Routing does not assign the activity to the resource and removes all assigned work that exists on that resource.
- B. Routing allows the activity to be assigned to that resource.
- C. Routing uses the work skill conditions to add the missing "Installation" work skill to the resource before assigning the activity to that resource.
- D. Routing fails with a "no resource with required work skills" error.

Correct Answer: C

QUESTION 7

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, '\\Prewrite\\' 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 8

A customer plans to use the Core REST API '\\JulkUpdate\\' command for loading activities into Oracle Field Service Cloud (OFSC).

Which twostatements are correct regarding how OFSC processes these requests?

- A. The request is processed as multiple transactions, meaning one could fail while others process successfully.
- B. If no activity is found matching the key field value in the request, then a new activity will be created.

- C. If no activity is found matching the key field value in the request, then the transaction fails and returns an error.
- D. The request is processed as a single transaction, meaning if one activity fails to process, then the entire transaction fails.

Correct Answer: B

QUESTION 9

Which three options are valid 'Units of measure' in a Resource Type's 'LoadThreshold' section, that are used to determine how the icons are displayed in the Dispatch Console based on the resource's current load?

- A. Overtime cost
- B. Number of activities
- C. Travel time cost
- D. Working hours cost
- E. Hours
- F. Time percent

Correct Answer: BCE

QUESTION 10

An Oracle Field Service Cloud (OFSC) Enterprise customer has enabled Street-Level Routing (SLR) for a particular routing plan.

Which additional capability becomes available as a result of this routing feature being enabled?

- A. the ability to set travel optimization goals either based on time or distance
- B. the ability to set travel optimization goals either based on cost or resource utilization
- C. the ability to set travel optimization goals based on current traffic data
- D. the ability to set travel optimization goals based on predicted traffic data

Correct Answer: A

QUESTION 11

What functionality does 'Automatic Ordering' enable when checked within the routing plan's Assignment Parameters?

- A. When the routing plan runs, all of the activities assigned by routing will be ordered by their priority.
- B. When the routing plan runs, ordered activities will be considered for assignment and not-ordered activities will

remain in the bucket.

C. When the routing plan runs, it will assign and order not-ordered activities from the bucket and order not-ordered activities previously assigned to resources.

D. When the routing plan runs, it will assign non-scheduled activities among other activities scheduled for that day.

Correct Answer: D

QUESTION 12

Which two customer requirements are resolved using work skills?

A. Activity assignments result in the least amount of travel time possible.

B. Field resources are assigned certain activities based on the level of tenure they have at the company.

C. Activity assignments do not result in overtime.

D. Activities that have building access restrictions are only routed to resources that have access to the building.

Correct Answer: CD

QUESTION 13

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>

QUESTION 14

Your customer requires the option for supervisors to "supervise" Junior engineers as they are performing certain activities.

For this functionality, you have created a new "Supervision" internal activity to manually link these activities so they start at the same time by different resources.

Which option is a valid way to configure this?

- A. Create a new (related) Link Template with "Different Resources" Assignment Constraint.
- B. Create a new (simultaneous) Link Template with default values.
- C. Create a new (simultaneous) Link Template with "Different Resources" Assignment Constraint.
- D. Create a new (related) Link Template with default values.

Correct Answer: A

https://docs.oracle.com/en/cloud/saas/field-service/18a/facmu/working-withactivities.html#_createActivityLinkTypes

QUESTION 15

What is the significance of the order of the activity filters within the Filters sections of the routing plan?

- A. The higher in the list, the higher the priority routing considers activities matching that filter's criteria.
- B. The filters are ordered such that the first filter applies to activities in existing routes, the second filter applies to non-scheduled activities, and the third to scheduled activities in the bucket.
- C. The lower in the list, the higher the priority routing considers activities matching that filter's criteria.
- D. The routing logic reviews the filters from top to bottom to determine which filter, and its associated costing parameters, should be applied when assigning the activity. Routing uses the first matching filter and ignores the rest.

Correct Answer: A

https://docs.oracle.com/cloud/august2017/fieldservicecs_gs/FARCU/Routing-4.htm

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