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QUESTION 1

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 2

Which two statements are correct regarding Delivery Windows in Oracle Field Service Cloud (OFSC)?

- A. Delivery Windows are calculated for all Activity Types by default.
- B. Delivery Windows are enabled per Resource Type calculations.
- C. Delivery Windows are configurable by size and granularity by Activity Type.
- D. Delivery Windows are configurable by size and granularity as a global setting in OFSC.
- E. Delivery Windows are enabled and calculated per Activity Type configurations.

Correct Answer: CE

QUESTION 3

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 4

A customer is currently closing booking automatically by capacity category within all of their Capacity Areas, but they also want to be able to close booking per work zone because some of their work zones require additional work preparations.

Which step is required to enable this functionality?

- A. On the Business Rules screen, enable '\\Allow closing of booking on work zone level\\'.
- B. If '\\Work Zone support\\' is enabled on the Business Rules screen, there are no additional steps required to enable closure of booking per work zone.
- C. On the Quota Configuration screen for each Capacity Area, enable the '\\Allow closing of booking on work zone level\\' feature.
- D. On the Resources screen for each Capacity Area, enable the '\\Allow closing of booking on work zone level\\' feature.

Correct Answer: A

QUESTION 5

Your customer wants to configure an inner step message ("B") to send an email if a previous message ("A") has Failed.

Which statement explains how this can be supported?

- A. In the Message Scenario screen's Blocking Conditions tab of message B, add a condition that blocks the message when the message A's status is NOT IN failed.
- B. In the Message Scenario screen's Next Steps tab of message A, add message B as the Next Message Step with the final status "Failed".
- C. In the Message Scenario screen's Next Stepstab of message B, add message A as the Next Message Step with the final status Failed".
- D. In the Message Scenario screen's Blocking Conditions tab of message B, add a condition that blocks the message when the message A's status is NOT IN sent.

Correct Answer: B