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QUESTION 1

A company has technicians in a local Austin office, which has been configured as a bucket within OFSC.

They want all their technicians to work in the AUSTIN_SOUTHWEST_WKZN work zone but would also like the technicians Sandra Bernstein and Larry Johnson to work in the AUSTIN_NORTHWEST_WKZN work zone as well.

How should you set the work zones in the Resource Tree for that local Austin office?

A. Set the AUSTIN_SOUTHWEST_WKZN work zone at the Austin bucket level only.

B. Set the AUSTIN_SOUTHWEST_WKZN work zone at the Austin bucket level and also set the AUSTIN_NORTHWEST_WKZN work zone individually on Sandra Bernstein and Larry Johnson.

C. Set both the AUST1N_S0UTHWEST_WKZN and the AUST1N_N0RTHWEST_WKZN at the Austin bucket level only.

D. Set the AUSTIN_SOUTHWEST WKZN work zone at the Austin bucket level and also set the AUSTIN_NORTHWEST_WKZN and the AUSTIN_SOUTHWEST_WKZN work zones individually on Sandra Bernstein and Larry Johnson.

Correct Answer: D

QUESTION 2

A utility company sees several \\'New Connect\\' activities being added to the routing bucket throughout the day.

They want \\'Meter Read\\' activities to potentially be removed from the technician\\'s route so that the \\'New Connect\\' activities can be assigned if the technician qualifies for the activity.

They enabled reoptimization in their routing plan and created a reoptimization filter targeting the \\'Meter Read\\' activities.

What additional settings are required in the routing plan to meet the desired behavior?

A. Set the reoptimization goal to "Reduce Overdue". Then, using routing filters, set the cost of not assigning \\'Meter Read activities in existing routes to \\'High\\',and the cost of not assigning \\'New Connect\\' activities in the routing bucket to \\'Normal\\'.

B. Set the reoptimization goal to \\'Assign high priority activities\\'. Then, using routing filters, set the cost of not assigning \\'Meter Read activities in existing routes to \\'High\\', and the cost of not assigning \\'New Connect\\' activities in the routing bucket to \\'Low\\'.

C. Set the reoptimization goal to \\'Assign high priority activities\\'. Then, using routing filters, set the cost of not assigning \\'Meter Read activities in existing routes to \\'Low\\', and the cost of not assigning \\'New Connect\\' activities in the routing bucket to \\'High\\'.

D. Set the reoptimization goal to \\'Assign high priority activities\\'. Then, using routing filters, set the cost of not assigning \\'Meter Readactivities in existing routes to \\'Highest\\', and the cost of not assigning \\'New Connect\\' activities in the routing bucket to \\'Normal\\'.

Correct Answer: A

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QUESTION 3

You configured an "early morning" time slot between 06:00 and 09:00 for the"Installation\\' Activity

An installation activity with no SLA is assigned to a resource for tomorrow. Which two statements are correct regarding how activities in Jeopardy will be displayed for this configuration?

A. A jeopardy warning will be displayed on Time/List/Map Views only.

B. A jeopardy warning will be displayed if this activity has not finished between 06:00 and 09:00 tomorrow.

C. A jeopardy warning will bedisplayed on the Resource Tree only

D. A jeopardy warning will be displayed if this activity has not started and finished between 06:00 and

09:00 tomorrow.

E. A jeopardy warning will be displayed if this activity has not started between 06:00 and 09:00 tomorrow.

F. A jeopardy warning will be displayed on the Resource Tree and Time/List/Map Views.

Correct Answer: CF

QUESTION 4

Your customer wants their technicians to see the same activity data in their Service within their Activity List

in OFSC Mobility.

Which configuration supports this requirement?

A. Add the "Activity" property to the Request Grid context in Mobility.

B. Add the appropriate activity properties to the Request Grid context in Mobility.

C. Add the "Activity" property to the "Identify service request by" identifier context.

D. Add the appropriate activityproperties to the "Identify service request by" identifier context.

Correct Answer: A

QUESTION 5

Which two statements are true regarding managing inventory in OFSC?

A. Resources can share inventory when using OFSC Collaboration.

B. The only inventory pools are "customer", "resource", and "installed".

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C. Inventory can beadded to a bucket on the Resource Tree and shared among all child resources.

D. Resources can share inventory when they are working as a team.

Correct Answer: BD

https://docs.oracle.com/cloud/august2017/fieldservicecs_gs/FACMU/CoreManage8.htm#FACMUconcept_xgr_bmq_gs

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