

# 1Z0-1003-22<sup>Q&As</sup>

Oracle Field Service 2022 Implementation Professional

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### QUESTION 1

Which statement is correct regarding Time Slots?

- A. is a configured interval that defines when an activity has to be started
- B. is an interval that defines when an activity has to be started; automatically assigned by the OFSC Routing Engine
- C. is the time window promised to the customer within which an activity must be finished; automatically assigned by the OFSC Routing Engine
- D. is the time window promised to the customer within which an activity must be finished automatically assigned by the OFSC Routing Engine

Correct Answer: D

[https://docs.oracle.com/cloud/august2015/servicecs\\_gs/FAAUG/FAAUG.pdf\(46\)](https://docs.oracle.com/cloud/august2015/servicecs_gs/FAAUG/FAAUG.pdf(46))

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### QUESTION 2

The "Activity has not been started X minutes after ETA" display warning is set to 10 minutes. An activity's ETA is 9:00, the current time is 9:20 and the activity has not yet been started. Which warning will take place as a result of that configuration setting?

- A. The activity turns red and a Resource Tree warning appears.
- B. The activity turns red, a Resource Tree warning appears, and a message scenario is launched (if configured).
- C. The activity turns red, a Resource Tree warning appears and a message scenario is launched (if configured).

Correct Answer: C

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### QUESTION 3

A technician has been assigned a scheduled activity that he or she needs to perform later in the day.

Their company has a policy that their technicians perform some advance testing as an administrative task prior to the activity.

Which option would enable them to account for their time performing these tasks?

- A. selecting "Prewrite" from within the activity In OFSC Mobility
  - B. adding a new "Prewrite" custom property to the "Edit/View activity" context in OFSC Mobility
  - C. creating a "start-after" link template between the preliminary work and the scheduled work
  - D. creating a "start-before" link template between the preliminary work and the scheduled work
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Correct Answer: B

[https://docs.oracle.com/cloud/august2017/fieldservicecs\\_gs/FAADU/Administrati on.htm](https://docs.oracle.com/cloud/august2017/fieldservicecs_gs/FAADU/Administrati%20on.htm)

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#### QUESTION 4

Your customer does not want to manage work zone assignments for each individual technician resource because all technicians can work in the same areas without bias or preference.

Which two options fulfill that customer requirement?

- A. Assign all work zones at the parent level in the Resource Tree.
- B. Create a single work zone with no work zone keys and assign it to all resources
- C. Deselect "work zone support" in Business Rules to disable routing consideration of zones entirely.
- D. Deselect "work zone support" in the routing plan configuration screen for all routing plans.
- E. Create a single work zone group, with all zones included in the group, and assign it to the highest level in the resource tree.

Correct Answer: AE

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#### QUESTION 5

Your customer is currently closing booking automatically for their Capacity Categories but they 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. If "Work Zone support" is enabled on Business Rules, there are no additional steps required to enable closure of booking per work zone.
- B. Under Business Rules, enable "Allowclosing booking on work zone level".
- C. Under Quota > View > Configuration, enable "Allow closing booking on work zone level" for every capacity-enabled bucket.
- D. Under Resource and Bucket Info, enable "Allow closing booking on work zone level" for everycapacityenabled bucket.

Correct Answer: C

[https://docs.oracle.com/en/cloud/saas/field-service/18c/faccu/configuringcapacity.html#t\\_configure\\_quota\\_options\\_using\\_capacity](https://docs.oracle.com/en/cloud/saas/field-service/18c/faccu/configuringcapacity.html#t_configure_quota_options_using_capacity)

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