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Oracle Field Service 2022 Implementation Professional

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QUESTION 1

A customer has chosen to override learned activity durations for a periodof time, after which they will revert bads; to having Oracle Field Service Cloud (OFSC) provide duration estimations based on learned behavior.

Which statement is accurate regarding how the statistics override option works?

A. Activity duration overridescan only be started or stopped manually within the OFSC Core Application.

B. Even though an activity duration override is in effect, OFSC still compiles statistically learned values from reported field activities.

C. OFSC will begin updating statisticallylearned values from reported field activities once the override has stopped.

D. An activity duration overrides can be applied for a type of activity even if a given resource has not yet completed an activity of that type.

Correct Answer: A

QUESTION 2

A customer wants to ensure that their OFSC users\\' passwords are unique and as secure as possible Which four options are available in OFSC for making passwords unique?

A. Password must contain upper and lowercase letters.

B. Password must contain special symbols.

C. Password must differ from old password.

D. Password must not contain more than X characters.

E. Password must not contain personal details.

F. Password must contain letters.

Correct Answer: BCEF

https://docs.oracle.com/cloud/august2015/servicecs_gs/FAADU/FAADU.pdf

QUESTION 3

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 considersactivities 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. Thelower 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 whenassigning the activity. Routing uses the fust matching filter and ignores the rest.

Correct Answer: A

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

QUESTION 4

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 wayto 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#t_createActivityLinkTypes

QUESTION 5

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

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

Any Gold VIP customers should beoffered 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 Trial1 property with a conditional visibility to the Edit/View Activity form.

Correct Answer: B

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QUESTION 6

Which option enables a user to enter a value of their choice when creating a filter for use within the OFSC management views?

A. Ensure that the assigned User Type has read/write access to the Filters configuration screen.

B. Ensure that the filter is listed in the Restrictions and Filters section of the assigned User Type.

C. Select the "Dynamic" option when specifying the filter conditions.

D. Deselect the "Dynamic" option when specifying the filter conditions.

Correct Answer: B

QUESTION 7

A dispatcher notices that there are a lot of yellow dots within the resource trace route on the map of their technicians.

Upon investigation, they find out that their technicians occasionally have to stop forabout five minutes to verify the equipment in their truck enlroute to a customer site. It is determined that this Is acceptable behavior and should not be flagged on the resource trace.

Which configuration setting will ensure that these 5-minute stops along the route do not result in yellow dots displaying on the Map view?

A. Set the \\'Departure/Parking time = 15 minutes\\' on the Statistics configuration screen.

B. Deselect \\'Use durations reported to enhance company-wide estimations\\' setting on the ResourceType configuration screen.

C. Set \\'Resource is considered idle if remains at the same location for more than 15 minutes and does not have started activity\\' on the Business Rules configuration screen.

D. Set \\'Resource is considered to be at the activity location if the distance to it is less than 100 meters\\' on the Business Rules configuration screen.

Correct Answer: C

QUESTION 8

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 theOFSC Routing Engine

D. is the time window promised to the customer within which an activity must be finishedautomatically assigned by the

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OFSC Routing Engine

Correct Answer: D

https://docs.oracle.com/cloud/august2015/servicecs_gs/FAAUG/FAAUG.pdf(46)

QUESTION 9

A customer has found that there are some instances where their technicians have recorded either exceptionally short (for example, "one-minute-wonders") or long (for example, they forgot to set the status to "complete") activity durations.

Given the importance of accurate data in a time-based self-learning system, which two constraints are in place and can be modified to ensure that outlier circumstances such as these do not affect future activity duration estimations?

A. "Minimum relevant duration time in minutes" and "Maximum relevant duration time in minutes"

B. "Personalize the estimation of activity duration" and "Initial ratio of activity duration"

C. "Lower limit for personal ratio to calculate duration" and "Upper limit for personal ratio to calculate duration"

D. "Minimum relevant travel time in minutes" and "Maximum relevant travel time in minutes"

Correct Answer: AB

QUESTION 10

A company wants its technicians to be able to look for and pick up activities within a 10- mile radius of their current location. .

What configuration setting is required to support this 10-mile restriction?

A. Set the \\'Nearby Radius\\' parameter on the Business Rules screen to 10 miles.

B. Set the \\'Center Point Home Zone\\' radius in the routing plan to 10 miles.

C. Enable the technicians to select \\'Show Resource Location on the Map\\' option in their Map views, with a 10-mile filter selection.

D. Create an activity filter with the condition: \\'Radius = 10\\' and enable technicians to apply that filter to their Activity Lists.

Correct Answer: C

QUESTION 11

Your customer has a group of technicians who are working in the following rotating shifts:

Two consecutive weeks: Monday through Friday from 8 AM to 5 PM Next two consecutive weeks: Monday through Friday from 9 AM to 6 PM and also Saturday from 11 AM to 1 PM During the Monday through Friday shifts, lunch is every day at 1 PM.

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Which configuration supports this rotating shift requirement?

A. Create one work schedule with three shifts. Two of those shifts must include a repeating activity for lunch.

B. Create a work schedule with three shifts. Each shift must include a repeating activity for lunch.

C. Create one shift with two "working time" calendars and include a repeating activity for lunch.

D. Create one shift with two work schedules. Each work schedule must include a repeating act for lunch.

E. Create a work schedule with two shifts. Each of those shifts must include a repeating activity for lunch.

Correct Answer: E

QUESTION 12

Which three configurations will enable booking to automatically close?

A. specific work zones at designated times, based on intersections of capacity categories and booking intervals, set for either the same day or from 1-5 days earlier

B. specific work zones at designated times, based on booking intervals including All Day intervals, set for either the same day or from 1-5 days earlier

C. specific booking intervals at designated times, set for either the same day or from 1-5 days earlier

D. specific capacity intervals at designated times, set for either the same day or from 1-5 days earlier

E. specific work zones at designated times, based on intersections of capacity categories and time slots, set for either the same day or from 1-5 days earlier

Correct Answer: ABE

QUESTION 13

When receiving the Resource Tree, Which icon represents a "normal" load of activities for a field resource?

A.

B.

C.

D.

E.

A. Option A

B. Option B

C. Option C

D. Option D

E. Option E

Correct Answer: D

QUESTION 14

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 usedby 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 15

Which statement is correct regarding Time Slots in Oracle Field Service Cloud (OFSC)?

A. A Time Slot is a configured interval Within which an activity is estimated tostart and end.

B. Time Slot is a configured interval within which an activity is estimated to start.

C. An \\'all-day\\' Time Slot\\'s actual window spans from the beginning of a day\\'s first configured shift through the end of the last shift.

D. Time Slots areused in OFSC for calculations/estimations pertaining to activity types, routing, capacity categories and resource shifts.

Correct Answer: B

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