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QUESTION 1

A scheduled activity with an \\'Installation\\' work skill existSiin a bucket and is ready to be routed.

A resource within that bucket - John Smith - has no individualwork skills designated on his resource record in Oracle Field Service Cloud (OFSC), but he qualifies for that activity in all other aspects.

Which statement is correct regarding how routing handles work skill matches in this situation?

A. Routing will notassign that activity to John Smith due to a soft skills mismatch.

B. Routing will not assign that activity to John Smith due to a work skills mismatch.

C. Routing will consider assigning that activity to John Smith because if a resource has no specific work skills designated on their record, they are assumed to have all skills at levels of 100.

D. Routing will only consider assigning that activity to John Smith if no other resources in the bucket have the \\'Installation\\' work skill directly designated on their records either.

Correct Answer: B

QUESTION 2

Your customer noticed a message that sometimes appears when they are moving activities between resources. The message reads "Soft skill mismatch" and the customer wants it changed to read "Resource does not meet Preferable work skill level".

Which option fulfills that requirement?

A. From the Glossary, update the wording for the "Soft skill mismatch\\' entry within the "Move Activity Result\\' category.

B. From My Display, enable "Show Placeholder IDs\\', then turn the Glossary Editor on. When the original message appears when moving an activity, click the ID of the message andmodify it to the new terminology.

C. From the Glossary, update the wording for the "Soft skill mismatch\\' entry within the "Move Activity to Resource Alert\\' category.

D. From the Glossary, update the wording for the "Soft skill mismatch\\' entry within the "Activity Warning\\' category.

Correct Answer: C

QUESTION 3

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, \\'Prework\\' 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 4

The Displaysetting "Idle Time Minimum" is set to 5 mins. What is the consequence of this setting?

A. Idle time that is estimated to be less than 5 mins in duration in the OFSC Mobility time view will be shown as 5 mins in duration.

B. The mobile resource\\'s alert panel will show an alert for occurrences of idle time estimated to exceed 5 mins in duration on the route.

C. Idle time that exceeds 5 mins in duration that is prior to an activity will cause that activity to show a red "jeopardy" color in OFSC Mobility.

D. Idle time estimated to be below 5 mins in duration will not be shown as idle time on the OFSC Mobility time view.

Correct Answer: D

QUESTION 5

A client requires that an updatedcustomer\\'s signature and site photograph be captured for all \\'reopened\\' activities.

Which property and screen configuration step meets this requirement?

A. Set the signature and site photograph properties to have \\'blank\\' default values when the conditionof \\'astatus = reopen\\' is met.

B. Ensure that the \\'Clone property data on Reopen or Prework1 parameter is deselected for the signature and site photograph properties.

C. Set a Regular Expression for the signature and site photograph properties with an assigned value of \\'Updated\\'.

D. Select the \\'Clone property data on Reopen or Prework\\' parameter on the \\'Reopen Activity\\' context and enter the appropriate properties in the \\'Exceptions\\' list.

Correct Answer: A

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