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Oracle Field Service 2022 Implementation Professional

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QUESTION 1

A customer has a requirement that as part of the process of a resource completing an activity, a report in .PDF format containing the activity completion details be generated automatically.

How can this be correctly achieved?

A. Configure the custom report within a Dashboard and retrieve it via the Core API at the time of activity completion.

B. Develop a javascript plug-in to generate the .PDF report at the time of activity completion.

C. Add the \\'create_report\\' action to the \\'End Activity\\' screen context and configure it to generate in .PDF format.

D. Add the custom report to a Dashboard in OFSC, where it can be scheduled and downloaded.

Correct Answer: A

QUESTION 2

Which two statements are correct regarding String and Integer properties?

A. Integer properties can be used for check box elements, whereas String properties can be used for phone numbers or email addresses.

B. Both properties are limited in terms of which entity types they can be associated with.

C. Both properties can contain Geolocation elements.

D. Both properties can contain alphanumeric characters and punctuation.

E. Both properties can include regular expressions.

Correct Answer: DE

QUESTION 3

Your customer offers a "triple play" service where an installation requires three work skills: "Cable","Internet", and "Phone".

To accommodate this service, a work skill group has been set up called "Triple Play", and it includes each of those three skills with levels of 100. This work skill group is assigned to all technicians, and it is also associated with a "Triple Play" capacity category.

One of the technicians named Billy Bishop also has the "Cable" work skill individually assigned with a level of 50.

Which two statements are true effect this configuration has on activity assignments and capacitymanagement?

A. An activity with a single work skill "Cable", with a "Required" level of 100, will not be automatically assigned to Billy Bishop.

B. An activity with a single work skill "Cable", with a "Required" level of 100, will not consume capacity from the "Triple

Play" capacity category.

C. An activity with a single work skill "Cable", with a "Required" level of 100, can be automatically assigned to Billy Bishop.

D. An activity with a single work skill "Cable", with a "Required" level of 100, will consume capacity, from the "Triple Play\\' capacity category

Correct Answer: BC

QUESTION 4

A company has lunch activities that fall within an 11:15 AM to 12:45 PM time slot.

They also often have late morning jobs that are 2-hours long in duration and are scheduled around 11 AM. They do not want the scheduled lunch activities to block these late morning jobs from being routed.

What setting in the route plan is required tomeet this requirement?

A. Create a "Lunch" activity filter for activities in existing routes and set the "Assigning activities which are about to be late" to "Do not assign activities if mobile resource is unlikely to arrive 120 > minutes before end of time slot".

B. Create a "Lunch" activity filter for activities in existing routes and set the "Assigning activities which are about to be late" to "Do not assign overdue activities and leave them in the bucket"

C. Create a "Lunch" activity filter for activities in the routing bucket that should be assigned and set the "Assigning activities which are about to be late" to "Do not assign overdue activities and leave them in the bucket".

D. Create a "Lunch" activity filter for activities in existing routes and set the "Assigning activities which are about to be late" to "Do not assign activities with more than 120 minutes overdue

Correct Answer: C

QUESTION 5

Which two statements are correct regardingDelivery 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

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