

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

Oracle Field Service 2022 Implementation Professional

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**QUESTION 1**

Your customer has enabled the setting 'Personalize the estimation of activity duration' for a given Resource Type.

What is the consequence of this setting for resources of that type?

- A. It ensures that all new resources of this type will have the same duration ratios based on the company-level duration estimations.
- B. It ensures that the same activity durations for resources of this type will be applied to all Activity Types.
- C. It ensures that activity durations recorded for resources of this Resource Type will not be applied to company-level estimations.
- D. It permits the ability to set duration ratios based on the company-level duration estimations for new resources of this type.

Correct Answer: B

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**QUESTION 2**

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 to start 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 are used in OFSC for calculations/estimations pertaining to activity types, routing, capacity categories and resource shifts.

Correct Answer: B

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**QUESTION 3**

Which two statements are true regarding filter functionality within OFSC?

- A. Filters can be created where only certain User Types can see and interact with them.
- B. Filters can be used in conjunction with activities, resources, and inventory.
- C. If an activity filter has two conditions, then an activity must meet at least one of the conditions in order to be filtered.
- D. After a filter has been created and saved, you cannot change the entity to which it is associated.

Correct Answer: AC

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

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## QUESTION 4

Your customer identified that their current capacity indicators for major and critical capacity levels need to be modified.

Which step must you take to solve this issue?

- A. Go to Configuration > Business Rules and modify the Capacity intervals.
- B. Go to Configuration and add a new Capacity Category.
- C. Go to Configuration > Capacity Categories and add or edit time slots.
- D. Go to Configuration > Display and modify the "Quota Settings".

Correct Answer: D

<https://docs.oracle.com/en/cloud/saas/field-service/18c/faadu/configuring-oracle-field-servicecloud.html#work-skill-groups>

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## QUESTION 5

Where are permissions enabled for users to access Collaboration?

- A. the Business Rules configuration screen
- B. the Resource Information configuration screen
- C. the User Type configuration screen
- D. the Resource Type configuration screen

Correct Answer: C

[https://docs.oracle.com/cloud/february2017/fieldservicecs\\_gs/FASCL/Collaboration2.htm#FASCLConfigureUserGroupsAndHelpdesk-30EA0AD0](https://docs.oracle.com/cloud/february2017/fieldservicecs_gs/FASCL/Collaboration2.htm#FASCLConfigureUserGroupsAndHelpdesk-30EA0AD0)

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## QUESTION 6

Which two default attributes serve as stand-alone keys for work zones?

- A. Service Code
- B. Completion Code
- C. Fault code
- D. Zip code
- E. Travel area
- F. City

Correct Answer: DE

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**QUESTION 7**

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

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**QUESTION 8**

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 9**

A company has a policy that even if they route a full day\\'s work to a technician, they would only like to reveal the next two activities on the technician\\'s route ontheir mobile device.

How do you use filters to satisfy this requirement?

- A. Create an activity filter with "Activity Scheduled in 1,2" and set the filter in the Restriction and Filters tab for the User Type of the technician.
- B. Create an activity filter with "Activity location
- C. Create an activity filter with "Pending Activity Order in 1,2" and set the filter in the Restriction and Filters tab for the UserType of the technician.

D. Create an activity filter with "Position in route"

Correct Answer: A

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#### QUESTION 10

Your customer has enabled "Calculate activity duration using statistics" with a "Default duration" of 48 minutes for a new Activity Type called TV Upgrade.

Your customer has created a new TV Upgrade activity with a manually set 30-minute duration. Which statement is true regarding the estimated duration for this new TV Upgrade activity?

- A. The activity duration is set as 30 minutes when no learned statistics are available.
- B. The activity duration is set as 30 minutes.
- C. The activity duration is set as 30 minutes when learned statistics are available.
- D. The activity duration is set as 48 minutes.
- E. The activity duration is set as 48 minutes when no learned statistics are available.
- F. The activity duration is set as 48 minutes when learned statistics are available.

Correct Answer: D

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#### QUESTION 11

Which three options are valid "Units of measure" in a Resource Type's "LoadThreshold" section, that are used to determine how the icons are displayed in the Dispatch Console based on the resource's current load?

- A. Overtime cost
- B. Number of activities
- C. Travel time cost
- D. Working hours cost
- E. Hours
- F. Time percent

Correct Answer: BCE

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#### QUESTION 12

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

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### QUESTION 13

Which option is correct when "Sharing of the skill in Teamwork" is set to "Summary" for the technicians that have the option to share skills?






- A. The team gets the total sum of work skill levels of just one of the team members.
- B. The team gets the maximal work skill level of all the team members.
- C. The team gets the total sum of work skill levels of all the team members.
- D. The assigned work skill assigned to a member does not affect the skills of the team.

Correct Answer: D

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### QUESTION 14

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

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## QUESTION 15

A supervisor notices that some of the actions and status changes of technicians that work an 11 PM - 4 AM shift are being included in the next day's daily extract file.

The supervisor must have those actions included in the previous day's daily extract.

What must be configured to enable those actions to be included in the previous day's daily extract?

- A. Set the BICS Settings on the Daily Extract screen to reflect the previous day.
- B. Add the "Shift" property to the resource daily extract configuration.
- C. Set the Overnight work value to 4 hours past midnight on the Business Rules screen.
- D. Add the "Activity by Statuses" report to the Schedule Report menu item.

Correct Answer: A

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