

1Z0-1003^{Q&As}

Oracle Field Service Cloud 2019 Implementation Essentials

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QUESTION 1

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 2

You configured an "early morning" time slot between 06:00 and 09:00 for the "Installation" Activity

An installation activity with no SLA is assigned to a resource for tomorrow. Which two statements are correct regarding how activities in Jeopardy will be displayed for this configuration?

- A. A jeopardy warning will be displayed on Time/List/Map Views only.
- B. A jeopardy warning will be displayed if this activity has not finished between 06:00 and 09:00 tomorrow.
- C. A jeopardy warning will be displayed on the Resource Tree only
- D. A jeopardy warning will be displayed if this activity has not started and finished between 06:00 and 09:00 tomorrow.
- E. A jeopardy warning will be displayed if this activity has not started between 06:00 and 09:00 tomorrow.
- F. A jeopardy warning will be displayed on the Resource Tree and Time/List/Map Views.

Correct Answer: CF

QUESTION 3

While most field resources for a particular company should see the countdown that displays the estimated time remaining for an activity in Oracle Field Service Cloud (OFSC), their "contractor resources" that only perform periodic work should NOT see it.

Which configuration supports the requirement to hide the countdown timer for those "contractor resources" that do NOT need to see it when they are working on their assigned activities?

- A. Assign the "contractor resources" to a Resource Type where the "Display the remaining activity time" feature is disabled.

B. Assign the 'contractor resources' to a User Type where the 'Display the remaining activity time' feature is disabled.

C. Set the visibility condition for the Activity Timer context to 'show' for the User Types that need it, but exclude the ones assigned to the 'contractor resources'.

D. Set the visibility condition for the Activity Timer context to 'hidden' for the 'contractor resources' assigned User Type.

Correct Answer: A

QUESTION 4

A company has technicians in a local Austin office, which has been configured as a bucket within OFSC.

They want all their technicians to work in the AUSTIN_SOUTHWEST_WKZN work zone but would also like the technicians Sandra Bernstein and Larry Johnson to work in the AUSTIN_NORTHWEST_WKZN work zone as well.

How should you set the work zones in the Resource Tree for that local Austin office?

A. Set the AUSTIN_SOUTHWEST_WKZN work zone at the Austin bucket level only.

B. Set the AUSTIN_SOUTHWEST_WKZN work zone at the Austin bucket level and also set the AUSTIN_NORTHWEST_WKZN work zone individually on Sandra Bernstein and Larry Johnson.

C. Set both the AUSTIN_SOUTHWEST_WKZN and the AUSTIN_NORTHWEST_WKZN at the Austin bucket level only.

D. Set the AUSTIN_SOUTHWEST_WKZN work zone at the Austin bucket level and also set the AUSTIN_NORTHWEST_WKZN and the AUSTIN_SOUTHWEST_WKZN work zones individually on Sandra Bernstein and Larry Johnson.

Correct Answer: D

QUESTION 5

Which two customer requirements are resolved using work skills?

A. Activity assignments result in the least amount of travel time possible.

B. Field resources are assigned certain activities based on the level of tenure they have at the company.

C. Activity assignments do not result in overtime.

D. Activities that have building access restrictions are only routed to resources that have access to the building.

Correct Answer: CD

QUESTION 6

A company has a policy that all their technicians will start their working day at their first job and end their day at the office

depot. What should you set in the system to capture this requirement?

- A. Resource start location = home, Resource end location = office depot, resource type features = working time includes travel from last activity is checked, working time includes travel to first activity is left unchecked.
- B. Resource start location = office depot, Resource end location = home, resource type features = working time includes travel from last activity is checked, working time includes travel to first activity is left unchecked.
- C. Resource start location = home, Resource end location = office depot, resource type features = working time includes travel from last activity is left unchecked, working time includes travel to first activity is checked.
- D. Resource start location = home, Resource end location = home, resource type features = working time includes travel from last activity is checked, working time includes travel to first activity is left unchecked.

Correct Answer: A

QUESTION 7

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 to meet 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 8

An activity with an "Installation" work skill exists in a bucket and is ready to be routed.

The resource has no work skills designated on his or her record, but qualifies for that activity in all other categories.

How does routing handle the assignment of this activity?

- A. Routing does not assign the activity to the resource and removes all assigned work that exists on that resource.
- B. Routing allows the activity to be assigned to that resource.
- C. Routing uses the work skill conditions to add the missing "Installation" work skill to the resource before assigning the activity to that resource.

D. Routing fails with a "no resource with required work skills" error.

Correct Answer: C

QUESTION 9

Which three Resource Type Roles can share work skills, inventory, and geolocation in teamwork?

- A. Tool
- B. Bucket
- C. Organization Unit
- D. Field Resource
- E. Vehicle

Correct Answer: ADE

https://docs.oracle.com/cloud/november2015/servicecs_gs/FAADU/FAADU.pdf

QUESTION 10

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

QUESTION 11

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

QUESTION 12

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 condition of 'status = reopen' is met.

B. Ensure that the 'Clone property data on Reopen or Prewrite1' 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 Prewrite' parameter on the 'Reopen Activity' context and enter the appropriate properties in the 'Exceptions' list.

Correct Answer: A

QUESTION 13

Which two statements are true regarding managing inventory in OFSC?

A. Resources can share inventory when using OFSC Collaboration.

B. The only inventory pools are "customer", "resource", and "installed".

C. Inventory can be added to a bucket on the Resource Tree and shared among all child resources.

D. Resources can share inventory when they are working as a team.

Correct Answer: BD

https://docs.oracle.com/cloud/august2017/fieldservicecs_gs/FACMU/CoreManage-8.htm#FACMUconcept_xgr_bmq_gs

QUESTION 14

Which two statements are correct regarding Delivery 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

QUESTION 15

An Oracle Field Service Cloud (OFSC) Enterprise customer has enabled Street-Level Routing (SLR) for a particular routing plan. Which additional capability becomes available as a result of this routing feature being enabled?

- A. the ability to set travel optimization goals either based on time or distance
- B. the ability to set travel optimization goals either based on cost or resource utilization
- C. the ability to set travel optimization goals based on current traffic data
- D. the ability to set travel optimization goals based on predicted traffic data

Correct Answer: A

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