



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

Oracle Field Service 2022 Implementation Professional

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### QUESTION 1

A Company has a policy that "Gas Leak" and "Repair" Activity Types must be scheduled immediately to the nearest field resource.

In addition, the company needs to ensure that the system routes gas leaks with a higher priority than repairs.

What configuration must be used to support this requirement?

- A. Set the Activity Priority in the Business Rules screen to Property = Activity Type, Urgent = Gas Leak, Repair. Set the route plan run schedule = immediately.
- B. Set the Activity Priority in the Business Rules screen to Property = Activity Type, Urgent = Repair, Gas Leak. Set the route plan run schedule = immediately.
- C. Set a message step that updates the Resource ID property on the activity with the ID of the closest resource to the job when the activity is added to the bucket.
- D. Create a route plan with the cost of not assigning set higher for "Gas Leak" than "Repair" and set the run schedule to Run Routing = Recurrent and Interval = 1 min.

Correct Answer: A

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### QUESTION 2

Which two statements are correct about Daily Extract and BI Cloud Service (BICS) outbound integration channels?

- A. It is possible to name the entity tables and corresponding fields for reporting when configuring Daily Extract and BICS outbound integration channels.
- B. While Daily Extracts include data from the previous day, data can be sent through the BICS channel once per day or in real-time.
- C. Daily Extract and BICS channel configurations for a specific data set must contain the same fields.
- D. A given data set can only have one associated Daily Extract channel configuration and one associated BICS channel configuration.
- E. It is possible to clone the Daily Extract channel configuration for use with the BICS channel and vice versa.

Correct Answer: DE

<https://docs.oracle.com/en/cloud/saas/field-service/18c/faded/about-daily-extract.html#about-daily-extract>

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### QUESTION 3

Your customer does not want to manage work zone assignments for each individual technician resource because all technicians can work in the same areas without bias or preference.

Which two options fulfill that customer requirement?



- A. Assign all work zones at the parent level in the Resource Tree.
- B. Create a single work zone with no work zone keys and assign it to all resources
- C. Deselect "work zone support" in Business Rules to disable routing consideration of zones entirely.
- D. Deselect "work zone support" in the routing plan configuration screen for all routing plans.
- E. Create a single work zone group, with all zones included in the group, and assign it to the highest level in the resource tree.

Correct Answer: AE

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#### QUESTION 4

Your customer requires that their engineers make courtesy calls 2-4 hours after they complete an installation to make sure that everything is working properly.

Two activities are created via integration but they need to be linked.

Identify the correct setup for the link template.

- A. Set up a Start-to-Start template with a non-adjustable 2-hour Minimum interval and an adjustable 4-hour Maximum interval.
- B. Set up a Finish-to-Start template with a non-adjustable 2-hour Minimum interval and an adjustable 4-hour Maximum interval.
- C. Set up a Start-to-Start template with an adjustable 2-hour Minimum interval and an adjustable 4-hour Maximum interval.
- D. Set up a Finish-to-Start template with an adjustable 2-hour Minimum interval and an adjustable 4-hour Maximum interval.

Correct Answer: A

[https://docs.oracle.com/en/cloud/saas/field-service/18c/facmu/working-withactivities.html#t\\_createActivityLinkTypes](https://docs.oracle.com/en/cloud/saas/field-service/18c/facmu/working-withactivities.html#t_createActivityLinkTypes)

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#### QUESTION 5

A customer has a few back office workers that need to be able to move certain activities to field technicians regardless of whether those technicians have the corresponding work skills that the jobs require or not.

Which configuration option ensures that those workers have the ability to override potential work skill mismatches when moving activities to field technicians?

- A. Enable the '\\Ignore work zones / work skills mismatch on activity moves\\' feature for the Activity Type(s) that require the override ability.
- B. Enable the '\\Ignore work zones / work skills mismatch on activity moves\\' feature for the Resource Type



(s) that those back office workers are assigned.

C. Enable the '\\Ignore work zones / work skills mismatch on activity moves\\' feature for the User Type (s) that those back office workers are assigned.

D. Enable the '\\Ignore work zones / work skills mismatch on activity moves\\' feature for the Resource Type

(s) of the field technicians to which the activities could be moved.

Correct Answer: D

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