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Oracle Field Service 2022 Implementation Professional

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**QUESTION 1**

Which two Resource Type roles offer the ability for routing to assign activities?

A. Vehicle

B. Field Resource

C. Tool

D. Bucket

E. Organization Unit

Correct Answer: DE

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**QUESTION 2**

Your customer wants to integrate OFSC with Oracle Knowledge Advanced Cloud.

What are the two main steps that must be taken as part of the integration process to allow Oracle Knowledge Advanced Cloud content to beaccessed from the OFSC application?

A. The administrator or web developer must configure the Service Portal to display the Oracle Knowledge Advanced features.

B. The administrator must configure the Oracle Knowledge access settings in OFSC.

C. The administrator or web developer must configure the Oracle Service Cloud Customer Portal to use the appropriate pages and widgets for displaying Oracle Knowledge Advanced features in the OFSC user interface.

D. Field personnel must be assigned Service Cloud accessvia the Service Portal interface.

E. The administrator or web developer must configure an OIC platform instance to bridge the Oracle Service Cloud and OFSC instances.

Correct Answer: BC

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**QUESTION 3**

Which two customer requirements aresolved 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 inovertime.

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

Correct Answer: CD

**QUESTION 4**

A customer supports a particular type of activity that requires a security clearance to gain access to the job site, and they only have a few resources that have clearances.

These activities don\'t happen all that often, and as such, they are not concerned with quota management for them. Instead, when an acti/ity of this type needs to be booked, the customer will directly assign it to one of their qualified resources.

Which API request will provide this customer with the information they need to directly assign the activity to the right resource?

A. GET \'resources\' request

B. \'activityBookingOptions\' request

C. \'bookingStatuses\' request

D. \'findMatchingResources\' request

Correct Answer: A

**QUESTION 5**

Which two are correct statements regarding Daily Extract file data configuration?

A. Separate Daily Extract files must be set up for data to be used in BICS and DBaaS.

B. Customized data sets can be created for individual instances of OFSC.

C. Data from a single data set can be configured to be extracted in any numberof Daily Extract files

D. All data sets can be configured to include custom properties and fields.

E. Daily Extract files cannot be set up to extract data from multiple data sets

Correct Answer: CD

https://docs.oracle.com/cloud/august2017/fieldservicecs_gs/FAADU/Administration- 6.htm#FAADUID0000041b

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