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QUESTION 1

A company wants its technicians to be able to look for and pick up activities within a 10-mile radius of their current location. .

What configuration setting is required to support this 10-mile restriction?

- A. Set the 'Nearby Radius' parameter on the Business Rules screen to 10 miles.
- B. Set the 'Center Point Home Zone' radius in the routing plan to 10 miles.
- C. Enable the technicians to select 'Show Resource Location on the Map' option in their Map views, with a 10-mile filter selection.
- D. Create an activity filter with the condition: 'Radius = 10' and enable technicians to apply that filter to their Activity Lists.

Correct Answer: C

QUESTION 2

A company needs their mobile workers to be able to see which unassigned activities are located within a specific radius of their own location so that they can potentially assign and perform those jobs if they happen to have time along their routes.

Which option addresses that configuration requirement?

- A. Add the 'Nearby Activities1' action to the Activity List context for the mobile workers' User Type and set the specific radius via the 'Nearby Radius' parameter on the Business Rules screen.
- B. Add the 'Nearby Activities' action to the Activity List context for the mobile workers' User Type and set the specific radius via the 'Nearby Radius' parameter on the Display screen.
- C. Enable the 'Nearby Activities' screen within the Main Menu context for the mobile workers' User Type and set the specific radius via the 'Nearby Radius' parameter on the Business Rules screen.
- D. Enable the 'Nearby Activities' screen within the Main Menu context for the mobile workers' User Type and set the specific radius via the 'Nearby Radius' parameter on the Display screen.

Correct Answer: D

QUESTION 3

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 be accessed 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 access via 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

QUESTION 4

Your customer wants to configure an inner step message ("B") to send an email if a previous message ("A") has Failed.

Which statement explains how this can be supported?

- A. In the Message Scenario screen's Blocking Conditions tab of message B, add a condition that blocks the message when the message A's status is NOT IN failed.
- B. In the Message Scenario screen's Next Steps tab of message A, add message B as the Next Message Step with the final status "Failed".
- C. In the Message Scenario screen's Next Steps tab of message B, add message A as the Next Message Step with the final status "Failed".
- D. In the Message Scenario screen's Blocking Conditions tab of message B, add a condition that blocks the message when the message A's status is NOT IN sent.

Correct Answer: A

QUESTION 5

A scheduler has created center-points for the technicians located in a regional office.

The requirement is for these technicians to predominantly stay strictly within the 5-mile radius when receiving Job assignments.

Which configuration puts the most restrictions on the radius for the technicians?

- A. Home zone radius = 5 miles with overstep weight 4
- B. Home zone radius = 5 miles with overstep weight 9999
- C. Home zone radius = 5 miles with overstep weight 2000
- D. Home zone radius = 5 miles with overstep weight 600

Correct Answer: A



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