



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

Oracle Field Service 2022 Implementation Professional

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### QUESTION 1

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

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### QUESTION 2

A new Activity Type Group called '\\Low Priority Work1 has been created in Oracle Field Service Cloud (OFSC) and a number of Activity Types from the '\\Customer\\' group have been moved into this new group.

You have been tasked to change the Time Slot for these Activity Types to '\\All-Day\\' because they are low priority.

How do you configure this via the Activity Types screen?

- A. Modify the '\\Low Priority Work\\' group and set the Time Slot to '\\All-Day\\'.
- B. Select the first Activity Type within the group, click '\\Modify\\' and set Time Slot to '\\All-Day\\'. Then use the '\\Clone\\' function to update the remaining Activity Types.
- C. For every Activity Type you need to modify, click the '\\Modify\\' action and select the '\\All-Day\\' Time Slot for them.
- D. Select the Activity Types within the group, and then click Time Slot and choose '\\All-Day\\'.

Correct Answer: D

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### 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

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#### QUESTION 4

Your customer noticed a message that sometimes appears when they are moving activities between resources. The message reads "Soft skill mismatch" and the customer wants it changed to read "Resource does not meet Preferable work skill level".

Which option fulfills that requirement?

- A. From the Glossary, update the wording for the "Soft skill mismatch" entry within the "Move Activity Result" category.
- B. From My Display, enable "Show Placeholder IDs", then turn the Glossary Editor on. When the original message appears when moving an activity, click the ID of the message and modify it to the new terminology.
- C. From the Glossary, update the wording for the "Soft skill mismatch" entry within the "Move Activity to Resource Alert" category.
- D. From the Glossary, update the wording for the "Soft skill mismatch" entry within the "Activity Warning" category.

Correct Answer: C

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#### QUESTION 5

Which three Launch Conditions include configurable trigger thresholds?

- A. "Route is activated"
- B. "Route is not activated"
- C. "Next activity is about to start"
- D. "Estimated time of arrival has changed"
- E. "Service request is created"
- F. "Activity is not started after the ETA"



Correct Answer: ABF

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