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QUESTION 1

Which two settings are required to ensure that the "Not activated on time" alert is shown in the GUI for a resource in the system?

- A. Configure the "Route has not been started XX minutes after the start time of resource work day" Alert setting.
- B. Create a resource filter that has an "Activated contains Activated" condition.
- C. Create a "Not activated on time" action link on the resource's Activate Queue.
- D. Create a "Route is not activated" launch condition in Message Scenarios.
- E. Select the "Enable \"Not activated in time\" alert and trigger" within the Resource Type features of that resource.

Correct Answer: BE

https://docs.oracle.com/cloud/august2015/servicecs_gs/FASMU/FASMU.pdf

QUESTION 2

A customer wants to configure the OFSC GUI to show when a resource has not activated their route by the exact planned shift start time and send an email to the resource's supervisor.

Which two options are true regarding how this requirement is supported?

- A. Configuring a message scenario using the launch condition "Route is not activated" will also enable the Alert Setting "Route has not been started x minutes after the start time of resource work day".
- B. The Alert Setting "Route has not been started x minutes after the start time of resource work day" should be configured for 1 minute(s).
- C. The Alert Setting "Route has not been started x minutes after the start time of resource work day" should be configured for 0 minute(s).
- D. The configuration related to email notification must be performed in the Message Scenarios.

Correct Answer: AB

QUESTION 3

Which two statements are correct regarding activity duration estimations?

- A. The durations of completed activities are the only ones used for future estimations.
- B. An Activity Type's "default duration" is applied when there are not enough learned statistics to use for estimations.
- C. Historical data is not relevant for any activity duration calculations.
- D. Travel statistics can influence activity duration estimations.



E. An activity's estimated duration will never change if the activity gets reassigned from one technician to another.

Correct Answer: BD

https://docs.oracle.com/en/cloud/saas/field-service/18c/faadu/configuring-oracle-field-service-cloud.html#c_precalculatedTravelStats

QUESTION 4

Your customer has received some complaints about certain resources, and that information has been recorded within their CRM system.

They want to pass this information along when activities are booked and sent to OFSC, so that it can be used as a routing constraint for any of their customer-facing Activity Types.

Which standard Activity Type features must be enabled to support this requirement?

- A. "Allow creation in buckets" and "Allow move between resources"
- B. "Allow to create from incoming interface" and "Support of preferred resources"
- C. "Allow to create from incoming interface" and "Allow move between resources"
- D. "Allow Mass Activities" and "Support of preferred resources"

Correct Answer: A

QUESTION 5

Which three options are valid 'Units of measure' in a Resource Type's 'LoadThreshold' section, that are used to determine how the icons are displayed in the Dispatch Console based on the resource's current load?

- A. Overtime cost
- B. Number of activities
- C. Travel time cost
- D. Working hours cost
- E. Hours
- F. Time percent

Correct Answer: BCE

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