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QUESTION 1

An activity with an "Installation" work skill exists in a bucket and is ready to be routed.

The resource has nowork skills designated on his or her record, but qualifies for that activity in all other categories.

How does routing handle the assignment of this activity?

- A. Routing does not assign the activity to the resource and removes all assigned work that exists on that resource.
- B. Routing allows the activity to be assigned to that resource.
- C. Routing uses the work skill conditions to add the missing "Installation" work skill to the resource before assigning the activity to that resource.
- D. Routing fails with a "no resource with required work skills" error.

Correct Answer: C

QUESTION 2

Which two statements are true regarding filter functionality within OFSC?

- A. Filters can be created where only certain User Types can see and interact with them.
- B. Filters can be used in conjunction with activities, resources, and inventory.
- C. If an activity filterhas two conditions, then an activity must meet at least one of the conditions in order to be filtered.
- D. After a filter has been created and saved, you cannot change the entity to which it is associated.

Correct Answer: AC

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

QUESTION 3

When assigning work zones to field resources, each zone assignment can be eithef \'regular\\' or \\'temporary\\' (override).

Which statement is accurate regarding how those types of work zone assignments interact?

- A. If a \\'temporary\\' zone is assigned to a resource, then during it\\'s configured date range, the resource will only be able to work in that zone, regardless of any other \\'regular\\' assigned work zones.
- B. If a \\'regular\\' zone is assigned to a resource, then during it\\'s configured date range, the resource will only be able to work within that zone, regardless of any other \\'temporary\\' assigned work zones.
- C. If a \\'temporary\\' zone is assigned to a resource, then during it\\'s configured date range, the resource will able to work within that zone as well as within any other \\'regular\\' assigned work zones.



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D. If a \\'regular\\' zone is assigned to a resource, then during it\\'s configured date range, the resource will able to work within that zone as well as within any other \\'temporary\\' assigned work zones.

Correct Answer: A

QUESTION 4

Which two statements are correct regarding the characteristics of an SLA window?

- A. An SLA window indicates when an activity should be completed.
- B. An SLA window indicates how long an activity should take to complete.
- C. An SLA window indicates that there is enough time available within it to perform an activity.
- D. An SLA window indicates when an activity should start.

Correct Answer: AD

QUESTION 5

Which option is correct when "Sharing of the skill in Teamwork" is setto "Summary" for the technicians that have the option to share skills?

- A. The team gets the total sum of work skill levels of just one of the team members.
- B. The team gets the maximal work skill level of all the team members.
- C. The team gets the total sum of work skill levels of all the team members.
- D. The assigned work skill assigned to a member does not affect the skills of the team.

Correct Answer: D

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