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Oracle Field Service 2022 Implementation Professional

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QUESTION 1

Which three Resource Type Roles can share work skills, inventory, and geolocation in teamwork?

- A. Tool
- B. Bucket
- C. Organization Unit
- D. Field Resource
- E. Vehicle

Correct Answer: ADE

https://docs.oracle.com/cloud/november2015/servicecs_gs/FAADU/FAADU.pdf

QUESTION 2

While most field resources for a particular company should see the countdown that displays the estimated time remaining for an activity in Oracle Field Service Cloud (OFSC), their \\'contractor resources\\' that only perform periodica work should NOT see it.

Which configuration supports the requirement to hide the countdown timer for those \\'contractor resources\\' that do NOT need to see it when they are working on their assigned activities?

- A. Assign the \\'contractor resources\\' to a Resource Type where the \\'Display the remaining activity time\\' feature is disabled.
- B. Assign the \\'contractor resources\\' to a User Type where the \\'Display the remaining activity time\\' feature is disabled.
- C. Set the visibility condition for the Activity Timer context to \\'show* for the User Types that need it, but exclude the ones assigned to the \\'contractor resources\\\'.
- D. Set the visibility condition for the Activity Timer context to \\'hidden\\' for the \\'contractor resources\\' assigned User Type.

Correct Answer: A

QUESTION 3

Yourcustomer 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



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the final status "Failed".

C. In the Message Scenario screen\\'s Next Stepstab 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: B

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

Your customer does not want to manage work zone assignments for each individual technician resource because all technicians can work in the same areas without bias or preference.

Which two options fulfill that customer requirement?

- A. Assign all work zones at the parent level in the Resource Tree.
- B. Create a single work zone with no work zone keys and assign it to all resources
- C. Deselect "work zone support" in Business Rules to disable routing consideration of zones entirely.
- D. Deselect "work zone support" in the routing plan configuration screen for all routing plans.
- E. Create a single work zone group, with all zones included in the group, and assign it to the highest level in the resource tree.

Correct Answer: AE



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