



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

Oracle Field Service 2022 Implementation Professional

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### QUESTION 1

Which two statements are true regarding integrations between OFSC and DBaaS?

- A. Customers with a BICS instance can use DBaaS as a data source for data migration to extend the current BICS data limit.
- B. Integration supports the transfer of OFSC data directly into DBaaS either in bulk once per day or automatically in real-time.
- C. Integration enables automatic bulk import of DBaaS data directly into OFSC as part of the Daily Upload file.
- D. DBaaS integration enables OFSC to act as a system of record for activity data.

Correct Answer: AB

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### QUESTION 2

A utility company sees several 'New Connect' activities being added to the routing bucket throughout the day.

They want 'Meter Read' activities to potentially be removed from the technician's route so that the 'New Connect' activities can be assigned if the technician qualifies for the activity.

They enabled reoptimization in their routing plan and created a reoptimization filter targeting the 'Meter Read' activities.

What additional settings are required in the routing plan to meet the desired behavior?

- A. Set the reoptimization goal to "Reduce Overdue". Then, using routing filters, set the cost of not assigning 'Meter Read' activities in existing routes to 'High', and the cost of not assigning 'New Connect' activities in the routing bucket to 'Normal'.
- B. Set the reoptimization goal to 'Assign high priority activities'. Then, using routing filters, set the cost of not assigning 'Meter Read' activities in existing routes to 'High', and the cost of not assigning 'New Connect' activities in the routing bucket to 'Low'.
- C. Set the reoptimization goal to 'Assign high priority activities'. Then, using routing filters, set the cost of not assigning 'Meter Read' activities in existing routes to 'Low', and the cost of not assigning 'New Connect' activities in the routing bucket to 'High'.
- D. Set the reoptimization goal to 'Assign high priority activities'. Then, using routing filters, set the cost of not assigning 'Meter Read' activities in existing routes to 'Highest', and the cost of not assigning 'New Connect' activities in the routing bucket to 'Normal'.

Correct Answer: A

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### QUESTION 3

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

The resource has no work 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

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#### QUESTION 4

A customer has found that there are some instances where their technicians have recorded either exceptionally short (for example, "one-minute-wonders") or long (for example, they forgot to set the status to "complete") activity durations.

Given the importance of accurate data in a time-based self-learning system, which two constraints are in place and can be modified to ensure that outlier circumstances such as these do not affect future activity duration estimations?

- A. "Minimum relevant duration time in minutes" and "Maximum relevant duration time in minutes"
- B. "Personalize the estimation of activity duration" and "Initial ratio of activity duration"
- C. "Lower limit for personal ratio to calculate duration" and "Upper limit for personal ratio to calculate duration"
- D. "Minimum relevant travel time in minutes" and "Maximum relevant travel time in minutes"

Correct Answer: AB

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#### QUESTION 5

Your company has three different levels of "VIP" customers - Gold, Silver, and Bronze. On an Activity Details record, there is a read-only "VIP Status" property where one of these options will be selected.

Any Gold VIP customers should be offered a free three-month streaming VoD service trial as a token of appreciation.

If they accept, a record of that must be maintained. A "VoD Service Trial" Integer check box property has been created.

What must you do in order to ensure that the check box is visible only in the Activity Details screen for Gold VIP member?

- A. Create a Filter to only show the VoD Service Trial Property if "Gold" appears on the Activity Details page.
- B. Set a condition within the VoD Service Trial property to limit visibility.
- C. Use a regular expression to limit valid entries to "Gold" only.
- D. Add the VoD Service Trial property with a conditional Visibility to the Activity Details screen.

Correct Answer: B

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