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QUESTION 1

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 filter has 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 2

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

QUESTION 3

A customer requires that their dispatchers have the ability to modify activity start and end times for their technicians via the Core Manage interface when necessary.

Which option enables that ability?

- A. Enable the "Allow activity reorder inside the route" feature within the Dispatcher User Type.
- B. Enable the "Allow action time adjustment in Manage" feature within the Add Activity/Activity Details context.
- C. Enable the "Allow action time adjustment in Manage" feature for the Dispatcher User Type.
- D. Verify that access to Mobility is enabled within the Dispatcher User Type.

Correct Answer: C



QUESTION 4

Your customer has enabled "Calculate activity duration using statistics" with a "Default duration" of 48 minutes for a new Activity Type called TV Upgrade.

Your customer has created a new TV Upgrade activity with a manually set 30-minute duration. Which statement is true regarding the estimated duration for this new TV Upgrade activity?

- A. The activity duration is set as 30 minutes when no learned statistics are available.
- B. The activity duration is set as 30 minutes.
- C. The activity duration is set as 30 minutes when learned statistics are available.
- D. The activity duration is set as 48 minutes.
- E. The activity duration is set as 48 minutes when no learned statistics are available.
- F. The activity duration is set as 48 minutes when learned statistics are available.

Correct Answer: D

QUESTION 5

Your customer has a group of technicians who are working in the following rotating shifts:

Two consecutive weeks: Monday through Friday from 8 AM to 5 PM
Next two consecutive weeks: Monday through Friday from 9 AM to 6 PM and also Saturday from 11 AM to 1 PM
During the Monday through Friday shifts, lunch is every day at 1 PM.

Which configuration supports this rotating shift requirement?

- A. Create one work schedule with three shifts. Two of those shifts must include a repeating activity for lunch.
- B. Create a work schedule with three shifts. Each shift must include a repeating activity for lunch.
- C. Create one shift with two "working time" calendars and include a repeating activity for lunch.
- D. Create one shift with two work schedules. Each work schedule must include a repeating act for lunch.
- E. Create a work schedule with two shifts. Each of those shifts must include a repeating activity for lunch.

Correct Answer: E

QUESTION 6

A customer is about to begin testing both REST and SOAP OFSC API calls during their implementation process and needs to set up an Application for API authentication.



Their intention is to only use the APIs for transferring data to and from their middleware system and not for use for any custom mobile application.

Identify the correct way to register that middleware Application within OFSC.

- A. Register the Application within the API Access tab of the authentication-oriented User Type.
- B. Register the Application, specifying the OFSC token service, and authenticate using JWT assertion.
- C. Register the Application and authenticate using the Client ID/Client Secret
- D. Register the Application, specifying an external token service and uploading the certificate.

Correct Answer: A

QUESTION 7

Which three options represent capabilities of the broadcast feature within Collaboration initiated via OFSC Mobility?

- A. broadcast messages to users based on their assigned Collaboration group(s)
- B. broadcast messages to users based on their proximity to a location on the map
- C. broadcast messages to users based on their compliance with Smart Location settings
- D. broadcast messages to users based on their matches to an activity's work zone, work skill, and timing requirements
- E. broadcast messages to users based on their assigned Help Desk(s)
- F. broadcast messages to users based on their assigned User Type

Correct Answer: CDF

QUESTION 8

Which three configurations will enable booking to automatically close?

- A. specific work zones at designated times, based on intersections of capacity categories and booking intervals, set for either the same day or from 1-5 days earlier
- B. specific work zones at designated times, based on booking intervals including All Day intervals, set for either the same day or from 1-5 days earlier
- C. specific booking intervals at designated times, set for either the same day or from 1-5 days earlier
- D. specific capacity intervals at designated times, set for either the same day or from 1-5 days earlier
- E. specific work zones at designated times, based on intersections of capacity categories and time slots, set for either the same day or from 1-5 days earlier

Correct Answer: ABE



QUESTION 9

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

QUESTION 10

A company wants its technicians to be able to look for and pick up activities within a 10-mile radius of their current location. .

What configuration setting is required to support this 10-mile restriction?

- A. Set the '\\Nearby Radius\\' parameter on the Business Rules screen to 10 miles.
- B. Set the '\\Center Point Home Zone\\' radius in the routing plan to 10 miles.
- C. Enable the technicians to select '\\Show Resource Location on the Map\\' option in their Map views, with a 10-mile filter selection.
- D. Create an activity filter with the condition: '\\Radius = 10\\' and enable technicians to apply that filter to their Activity Lists.

Correct Answer: C

QUESTION 11

What functionality does '\\Automatic Ordering\\' enable when checked within the routing plan\\'s Assignment Parameters?

- A. When the routing plan runs, all of the activities assigned by routing will be ordered by their priority.
- B. When the routing plan runs, ordered activities will be considered for assignment and not-ordered activities will remain in the bucket.
- C. When the routing plan runs, it will assign and order not-ordered activities from the bucket and order not-ordered



activities previously assigned to resources.

D. When the routing plan runs, it will assign non-scheduled activities among other activities scheduled for that day.

Correct Answer: D

QUESTION 12

A customer is requesting to connect to a 3rd-party webpage via OFSC Mobility.

They need to send some parameters to this webpage as part of the call.

Which configuration is correct when you create the Action Link to support this request?

A. Mark the Action Link as "Is plugin", select the Type as "HTML5 application", enter the URL and enter the parameters to be sent within the "POST data" section.

B. Mark the Action Link as "Is plugin", select the Type as "HTML5 application", enter the URL and select Main Menu items.

C. Do not mark the Action Link as "Is plugin", select the Type as "HTML5 application", enter the URL and select "Use Plugin API".

D. Mark the Action Link as "Is plugin", select the Type as "Native application", enter the URL, enter the parameters within the "POST data" section and select the "Disable the action link in offline option"

Correct Answer: A

QUESTION 13

Which statement is correct regarding Time Slots in Oracle Field Service Cloud (OFSC)?

A. A Time Slot is a configured interval within which an activity is estimated to start and end.

B. Time Slot is a configured interval within which an activity is estimated to start.

C. An "all-day" Time Slot's actual window spans from the beginning of a day's first configured shift through the end of the last shift.

D. Time Slots are used in OFSC for calculations/estimations pertaining to activity types, routing, capacity categories and resource shifts.

Correct Answer: B

QUESTION 14

A company very occasionally outsources some ad-hoc jobs to workers that are not employed directly by that company, and as such have created a new Resource Type in OFSC with the "Resource is a contingent worker" feature enabled.

Which three of the following are correct regarding how those contingent workers will be handled by OFSC?



- A. Routing may assign activities to them, but contingent workers will not be included in quota calculations.
- B. Contingentworkers cannot participate in Teamwork within OFSC.
- C. Contingent workers\' reported activity durations are not factored into company-wide statistics and estimations.
- D. Contingent workers will be included in quota calculations, but routing will not assignactivities to them.
- E. Contingent workers will be removed from the OFSC system if they have not activated a route m twelve continuous months.

Correct Answer: ABC

QUESTION 15

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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