



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

Oracle Field Service 2022 Implementation Professional

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**QUESTION 1**

Your customer's technicians need to be able to send a notification to a 3rd-party system that a particular step has been taken while working on an activity.

You need to create an action link that can be used by the technician to initiate this notification. This message will use the launch condition "Service request is created".

What base action must you specify?

- A. 'send\_request'
- B. 'change\_activity'
- C. 'create\_request'
- D. 'create\_activity'

Correct Answer: C

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**QUESTION 2**

Your customer is currently closing booking automatically for their Capacity Categories but they want to be able to close booking per work zone because some of their work zones require additional work preparations.

Which step is required to enable this functionality?

- A. If "Work Zone support" is enabled on Business Rules, there are no additional steps required to enable closure of booking per work zone.
- B. Under Business Rules, enable "Allow closing booking on work zone level".
- C. Under Quota > View > Configuration, enable "Allow closing booking on work zone level" for every capacity-enabled bucket.
- D. Under Resource and Bucket Info, enable "Allow closing booking on work zone level" for every capacity-enabled bucket.

Correct Answer: C

[https://docs.oracle.com/en/cloud/saas/field-service/18c/faccu/configuringcapacity.html#t\\_configure\\_quota\\_options\\_using\\_capacity](https://docs.oracle.com/en/cloud/saas/field-service/18c/faccu/configuringcapacity.html#t_configure_quota_options_using_capacity)

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**QUESTION 3**

Which two statements are correct about Daily Extract and BI Cloud Service (BICS) outbound integration channels?

- A. It is possible to name the entity tables and corresponding fields for reporting when configuring Daily Extract and BICS outbound integration channels.
- B. While Daily Extracts include data from the previous day, data can be sent through the BICS channel once per day or



in real-time.

C. Daily Extract and BICS channel configurations for a specific data set must contain the same fields.

D. A given data set can only have one associated Daily Extract channel configuration and one associated BICS channel configuration.

E. It is possible to clone the Daily Extract channel configuration for use with the BICS channel and vice versa.

Correct Answer: DE

<https://docs.oracle.com/en/cloud/saas/field-service/18c/faded/about-daily-extract.html#about-daily-extract>

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#### QUESTION 4

The Display setting "Idle Time Minimum" is set to 5 mins. What is the consequence of this setting?

A. Idle time that is estimated to be less than 5 mins in duration in the OFSC Mobility time view will be shown as 5 mins in duration.

B. The mobile resource's alert panel will show an alert for occurrences of idle time estimated to exceed 5 mins in duration on the route.

C. Idle time that exceeds 5 mins in duration that is prior to an activity will cause that activity to show a red "jeopardy" color in OFSC Mobility.

D. Idle time estimated to be below 5 mins in duration will not be shown as idle time on the OFSC Mobility time view.

Correct Answer: D

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#### QUESTION 5

An Oracle Field Service Cloud (OFSC) Enterprise customer has enabled Street-Level Routing (SLR) for a particular routing plan.

Which additional capability becomes available as a result of this routing feature being enabled?

A. the ability to set travel optimization goals either based on time or distance

B. the ability to set travel optimization goals either based on cost or resource utilization

C. the ability to set travel optimization goals based on current traffic data

D. the ability to set travel optimization goals based on predicted traffic data

Correct Answer: A

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