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**QUESTION 1**

A technician has been assigned a scheduled activity that he or she needs to perform later in the day.

Their company has a policy that their technicians perform some advance testing as an administrative task prior to the activity.

Which option would enable them to account for their time performing these tasks?

- A. selecting "Pework" from within the activity in OFSC Mobility
- B. adding a new "Pework" custom property to the "Edit/View activity" context in OFSC Mobility
- C. creating a "start-after" link template between the preliminary work and the scheduled work
- D. creating a "start-before" link template between the preliminary work and the scheduled work

Correct Answer: B

https://docs.oracle.com/cloud/august2017/fieldservicecs_gs/FAADU/Administration.htm

QUESTION 2

Your customer wants to integrate OFSC with Oracle Knowledge Advanced Cloud.

What are the two main steps that must be taken as part of the integration process to allow Oracle Knowledge Advanced Cloud content to be accessed from the OFSC application?

- A. The administrator or web developer must configure the Service Portal to display the Oracle Knowledge Advanced features.
- B. The administrator must configure the Oracle Knowledge access settings in OFSC.
- C. The administrator or web developer must configure the Oracle Service Cloud Customer Portal to use the appropriate pages and widgets for displaying Oracle Knowledge Advanced features in the OFSC user interface.
- D. Field personnel must be assigned Service Cloud access via the Service Portal interface.
- E. The administrator or web developer must configure an OIC platform instance to bridge the Oracle Service Cloud and OFSC instances.

Correct Answer: BC

QUESTION 3

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

QUESTION 4

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 periodic 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 5

When assigning work zones to field resources, each zone assignment can be either '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 its 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 its 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 its configured date range, the resource will be able to work within that zone as well as within any other 'regular' assigned work zones.

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

Correct Answer: A



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