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Oracle Field Service 2022 Implementation Professional

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**QUESTION 1**

A customer has chosen to override learned activity durations for a period of time, after which they will revert back; to having Oracle Field Service Cloud (OFSC) provide duration estimations based on learned behavior.

Which statement is accurate regarding how the statistics override option works?

- A. Activity duration overrides can only be started or stopped manually within the OFSC Core Application.
- B. Even though an activity duration override is in effect, OFSC still compiles statistically learned values from reported field activities.
- C. OFSC will begin updating statistically learned values from reported field activities once the override has stopped.
- D. An activity duration override can be applied for a type of activity even if a given resource has not yet completed an activity of that type.

Correct Answer: A

QUESTION 2

A customer is using the following within the "get_capacity" request of the SOAP Capacity API.

2017-05-10

2017-05-15

general

Given the body of the request, which statement is true regarding the dates that will be returned in the response?

- A. The customer will obtain results for dates May 10th and May 15th.
- B. The customer will obtain results for dates between May 10th and May 15th, both inclusive.
- C. Only if there is quota available, the customer will obtain results for dates between May 10th and May 15th.
- D. The customer will obtain results for dates between May 10th and May 15th, excluding May 15th.

Correct Answer: A

QUESTION 3

Your customer 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



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 company has lunch activities that fall within an 11:15 AM to 12:45 PM time slot.

They also often have late morning jobs that are 2-hours long in duration and are scheduled around 11 AM. They do not want the scheduled lunch activities to block these late morning jobs from being routed.

What setting in the route plan is required to meet this requirement?

A. Create a "Lunch" activity filter for activities in existing routes and set the "Assigning activities which are about to be late" to "Do not assign activities if mobile resource is unlikely to arrive 120 > minutes before end of time slot".

B. Create a "Lunch" activity filter for activities in existing routes and set the "Assigning activities which are about to be late" to "Do not assign overdue activities and leave them in the bucket"

C. Create a "Lunch" activity filter for activities in the routing bucket that should be assigned and set the "Assigning activities which are about to be late" to "Do not assign overdue activities and leave them in the bucket".

D. Create a "Lunch" activity filter for activities in existing routes and set the "Assigning activities which are about to be late" to "Do not assign activities with more than 120 minutes overdue

Correct Answer: C

QUESTION 5

Which two statements are true about registering Applications in OFSC?

A. A unique Client ID and Client Secret must be entered for each registered Application.

B. Applications support OAuth2 using tokens either from OFSC or external providers such as Oracle Identity CloudService.

C. If the API Access section is left blank, then by default, the Application has read/write access to all available OFSC APIs.

D. Applications support restricting access to a white list of certain IP addresses.

E. Separate Applications must be registered if you will be integrating with both REST and SOAP APIs

Correct Answer: BD

https://docs.oracle.com/cloud/february2017/fieldservicecs_gs/CXFSC/OFSC_Configuring_Authentication_using_Oracle_Field_Service_Cloud_Token_Service.html



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