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QUESTION 1

Your customer identified that their current capacity indicators for major and critical capacity levels need to be modified.

Which step must you take to solve this issue?

A. Go to Configuration > Business Rules and modify the Capacity intervals.

B. Go to Configuration and add a new Capacity Category.

C. Go to Configuration > Capacity Categories and add or edit time slots.

D. Go to Configuration > Display and modify the "Quota Settings".

Correct Answer: D

https://docs.oracle.com/en/cloud/saas/field- service/18c/faadu/configuring-oracle-field-servicecloud.html#work-skill-groups

QUESTION 2

Which two settings must be configured to ensure that an alert will display in the Dispatch Console when a resource does NOT activate their route on time?

A. Configure a message associated with the "Route is not activated" launch condition within a Message Scenario.

B. Create a resource filter that has an "Activated contains Activated" condition for use in theList/Time/ Map/Daily views.

C. Configure the "Route has not been started XX minutes after the start time of resource work day" alert setting from the Display screen.

D. Select the "Enable \\'Not activated in time\\' alert and trigger" within the appropriate Resource Types configuration screen.

Correct Answer: CD

QUESTION 3

Which two statement are correct regarding activity assignment via Collaboration?

A. An activity dragged and dropped into a Collaboration chat with a resource must be accepted by that resource in Oer for it to be assigned.

B. An activity broadcasted via Collaboration as part of an Immediate routing plan schedule gets assigned to the first technician to accept it.

C. An activity broadcasted via Collaboration as part of any type of routing plan schedule gets assigned to the first technician to accept it.

D. An activity dragged and dropped into a Collaboration chat with a resource can be automatically assigned without the resource having to accept It.

Correct Answer: AB

QUESTION 4

Which two statements are true regarding managing inventory in OFSC?

A. Resources can share inventory when using OFSC Collaboration.

B. The only inventory pools are "customer", "resource", and "installed".

C. Inventory can beadded to a bucket on the Resource Tree and shared among all child resources.

D. Resources can share inventory when they are working as a team.

Correct Answer: BD

https://docs.oracle.com/cloud/august2017/fieldservicecs_gs/FACMU/CoreManage8.htm#FACMUconcept_xgr_bmq_gs

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QUESTION 5

What happens when you enable the assignment parameter "Limit work by points"?

A. If resources have shifts assigned to them with point values, routing will not assign activities whose cumulative point total exceeds the shift point value.

B. Routing will use each activity\\'s unique point value to prioritize assignment of higher point activities over lower point activities.

C. Routing will not assign a given activity if that activity\\'s point value exceeds the resource\\'s maximum personal point limit.

D. If a resource has a point value configured on their Resource Information screen, routing will limit assignment of additional activities if the cumulative point total exceeds the resource\\'s point limit

Correct Answer: D

https://docs.oracle.com/cd/E62445_01/4.5_SmartRouting_User_Guide.pdf

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