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QUESTION 1

Your customer is using SLAs for some Activity Types. The parameter is empty when sending those activities to OFSC via API.

Which statement is true?

- A. OFSC will set the start date depending on the Customer contract rules set within OFSC.
- B. OFSC will not create the activity, and an error will be returned in the API response.
- C. OFSC always uses the Activity Creation Date as the SLA start date.
- D. OFSC will use the Activity Creation Date as the SLA start.
- E. OFSC will use available capacity to determine the most suitable start date.

Correct Answer: D

QUESTION 2

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

QUESTION 3

Which statement is correct regarding Time Slots?

- A. is a configured interval that defines when an activity has to be started
- B. is an interval that defines when an activity has to be started; automatically assigned by the OFSC Routing Engine
- C. is the time window promised to the customer within which an activity must be finished; automatically assigned by the OFSC Routing Engine
- D. is the time window promised to the customer within which an activity must be finished automatically assigned by the OFSC Routing Engine

Correct Answer: D



[https://docs.oracle.com/cloud/august2015/servicecs_gs/FAAUG/FAAUG.pdf\(46\)](https://docs.oracle.com/cloud/august2015/servicecs_gs/FAAUG/FAAUG.pdf(46))

QUESTION 4

The "Activity has not been started X minutes after ETA" display warning is set to 10 minutes. An activity's ETA is 9:00, the current time is 9:20 and the activity has not yet been started. Which warning will take place as a result of that configuration setting?

- A. The activity turns red and a Resource Tree warning appears.
- B. The activity turns red, a Resource Tree warning appears, and a message scenario is launched (if configured).
- C. The activity turns red, a Resource Tree warning appears and a message scenario is launched (if configured).

Correct Answer: C

QUESTION 5

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 6

Your customer has received some complaints about certain resources, and that information has been recorded within their CRM system.

They want to pass this information along when activities are booked and sent to OFSC, so that it can be used as a routing constraint for any of their customer-facing Activity Types.

Which standard Activity Type features must be enabled to support this requirement?



- A. "Allow creation in buckets" and "Allow move between resources"
- B. "Allow to create from incoming interface" and "Support of preferred resources"
- C. "Allow to create from incoming interface" and "Allow move between resources"
- D. "Allow Mass Activities" and "Support of preferred resources"

Correct Answer: A

QUESTION 7

Which option is correct when "Sharing of the skill in Teamwork" is set to "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

QUESTION 8

A scheduler has created center-points for the technicians located in a regional office.

The requirement is for these technicians to predominantly stay strictly within the 5-mile radius when receiving Job assignments.

Which configuration puts the most restrictions on the radius for the technicians?

- A. Home zone radius = 5 miles with overstep weight 4
- B. Home zone radius = 5 miles with overstep weight 9999
- C. Home zone radius = 5 miles with overstep weight 2000
- D. Home zone radius = 5 miles with overstep weight 600

Correct Answer: A

QUESTION 9

Which two statements are correct regarding String and Integer properties?

- A. Integer properties can be used for check box elements, whereas String properties can be used for phone numbers or email addresses.



- B. Both properties are limited in terms of which entity types they can be associated with.
- C. Both properties can contain Geolocation elements.
- D. Both properties can contain alphanumeric characters and punctuation.
- E. Both properties can include regular expressions.

Correct Answer: DE

QUESTION 10

Which two statements are correct regarding Delivery Windows in Oracle Field Service Cloud (OFSC)?

- A. Delivery Windows are calculated for all Activity Types by default.
- B. Delivery Windows are enabled per Resource Type calculations.
- C. Delivery Windows are configurable by size and granularity by Activity Type.
- D. Delivery Windows are configurable by size and granularity as a global setting in OFSC.
- E. Delivery Windows are enabled and calculated per Activity Type configurations.

Correct Answer: CE

QUESTION 11

A customer plans to use the Core REST API '\JulkUpdate\' command for loading activities into Oracle Field Service Cloud (OFSC).

Which two statements are correct regarding how OFSC processes these requests?

- A. The request is processed as multiple transactions, meaning one could fail while others process successfully.
- B. If no activity is found matching the key field value in the request, then a new activity will be created.
- C. If no activity is found matching the key field value in the request, then the transaction fails and returns an error.
- D. The request is processed as a single transaction, meaning if one activity fails to process, then the entire transaction fails.

Correct Answer: B

QUESTION 12

Your customer wants help configuring a message scenario that, when launched, populates a proper* (A_TIME) with the time the message was created (message_time_of_creation).

What must be entered in the subject and body of the message pattern to support this requirement?



- A. The message subject should be: {A_TIME}. The message body should be: message_time_of_creation.
- B. The message subject should be: message_time_of_creation. The message body should be: A^TIME.
- C. The message subject should be: {message_time_oLcreation}. The message body should be: {A_TIM.
- D. The message subject should be: {A_TIME}. The message body should be: {message_time_of_creation}.
- E. The message subject should be: A.TIME. The message body should be: {message_time_of_creation}.

Correct Answer: A

QUESTION 13

You created an event subscription via the Core API and it returned a page identifier of "170322-439 0" along with the subscription ID.

However, when you run a subsequent "Get Events" request using that subscription ID and same page identifier, the following is returned within the JSON-formatted response:

```
"found" : true,  
"nextPage" : "170322-439,0",  
"items": [],
```

What is a valid reason why the "items" parameter is empty?

- A. The Core API "Business Events" parameter is set to "hidden" within the Application being used for API authentication.
- B. There are no new subscription events as of the specified page identifier.
- C. The Core API "Collaboration Events" parameter is set to "hidden" within the Application being used for API authentication.
- D. No relevant events were specified within the body of the request

Correct Answer: C

QUESTION 14

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 15

Which option enables a user to enter a value of their choice when creating a filter for use within the OFSC management views?

- A. Ensure that the assigned User Type has read/write access to the Filters configuration screen.
- B. Ensure that the filter is listed in the Restrictions and Filters section of the assigned User Type.
- C. Select the "Dynamic" option when specifying the filter conditions.
- D. Deselect the "Dynamic" option when specifying the filter conditions.

Correct Answer: B

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