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**QUESTION 1**

A customer is about to begin testing both REST and SOAP OFSC API calls during their implementation process and needs to set up an Application for API authentication.

Their intention is to only use the APIs for transferring data to and from their middleware system and not for use for any custom mobile application.

Identify the correct way to register that middleware Application within OFSC.

- A. Register the Application within the API Access tab of the authentication-oriented User Type.
- B. Register the Application, specifying the OFSC token service, and authenticate using JWT assertion.
- C. Register the Application and authenticate using the Client ID/Client Secret
- D. Register the Application, specifying an external token service and uploading the certificate.

Correct Answer: A

QUESTION 2

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 3

A company needs their field workers to be able to install inventory once an activity is in '\Started\' status. Which screen configuration option supports this requirement?

- A. Enable the '\Install\' action within the Start Activity context.
- B. Enable the '\Install\' action within the Edit/View Activity context.
- C. Enable the '\Install\' action within the Add/Details Inventory context.
- D. Enable the '\Install\' action within the Inventory Grid context.

Correct Answer: C

**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

A customer has the following Outbound Integration Channel requirements for data associated with the Activity Fields entity;

For the Daily Extract channel, include the fields Activity ID, Activity Date, Activity Status, Customer Name, and the Activity Resolution Reason Code custom property.

For the BICS channel, include the same fields, but the columns associated with the Activity ID and Activity Status fields should be Appointment ID and Appointment Status respectively.

For the DBaaS channel, include the fields and naming conventions listed for the BICS channel, but also add the fields Resource ID and Route ID.

Which approach must be taken to accomplish these goals?

- A. Create one Outbound Integration Channel for the Daily Extract and BICS, and a second, separate one for the DBaaS channel.
- B. Explain to the customer that it cannot be done; the fields for each entity must be consistent across the different channels.
- C. Create separate Outbound Integration Channels for each, specifying the different field and naming convention requirements.
- D. Create a Single Outbound Integration Channel to be shared between all three; change the column names and add the additional fields for each integration as appropriate



Correct Answer: C

QUESTION 6

A customer supports a particular type of activity that requires a security clearance to gain access to the job site, and they only have a few resources that have clearances.

These activities don't happen all that often, and as such, they are not concerned with quota management for them. Instead, when an activity of this type needs to be booked, the customer will directly assign it to one of their qualified resources.

Which API request will provide this customer with the information they need to directly assign the activity to the right resource?

- A. GET '/resources' request
- B. '/activityBookingOptions' request
- C. '/bookingStatuses' request
- D. '/findMatchingResources' request

Correct Answer: A

QUESTION 7

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

QUESTION 8

You have a customer located on the east coast of the US (UTC -5hr, assuming Standard Time). Smart Location stores the times from incoming coordinates in UTC.



To ensure that an external system sending the coordinates addresses the offset between the local time and UTC, which element within a Smart Location API "set_position" request would be correct?

- A. 2017-04-07T14:40:00-0500
- B. 2017-04-07T14:40:00Z
- C. 2017-04-07T14:40:00ET
- D. 2017-04-07T14 :40:00-05:00

Correct Answer: C

QUESTION 9

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_of_creation}. 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 10

A dispatcher notices that there are a lot of yellow dots within the resource trace route on the map of their technicians.

Upon investigation, they find out that their technicians occasionally have to stop for about five minutes to verify the equipment in their truck enroute to a customer site. It is determined that this is acceptable behavior and should not be flagged on the resource trace.

Which configuration setting will ensure that these 5-minute stops along the route do not result in yellow dots displaying on the Map view?

- A. Set the '\\Departure/Parking time = 15 minutes\\' on the Statistics configuration screen.
- B. Deselect '\\Use durations reported to enhance company-wide estimations\\' setting on the ResourceType configuration screen.
- C. Set '\\Resource is considered idle if remains at the same location for more than 15 minutes and does not have started activity\\' on the Business Rules configuration screen.



D. Set 'Resource is considered to be at the activity location if the distance to it is less than 100 meters' on the Business Rules configuration screen.

Correct Answer: C

QUESTION 11

A company needs their mobile workers to be able to see which unassigned activities are located within a specific radius of their own location so that they can potentially assign and perform those jobs if they happen to have time along their routes.

Which option addresses that configuration requirement?

- A. Add the 'Nearby Activities1' action to the Activity List context for the mobile workers' User Type and set the specific radius via the 'Nearby Radius' parameter on the Business Rules screen.
- B. Add the 'Nearby Activities' action to the Activity List context for the mobile workers' User Type and set the specific radius via the 'Nearby Radius' parameter on the Display screen.
- C. Enable the 'Nearby Activities' screen within the Main Menu context for the mobile workers' User Type and set the specific radius via the 'Nearby Radius' parameter on the Business Rules screen.
- D. Enable the 'Nearby Activities' screen within the Main Menu context for the mobile workers' User Type and set the specific radius via the 'Nearby Radius' parameter on the Display screen.

Correct Answer: D

QUESTION 12

A company very occasionally outsources some ad-hoc jobs to workers that are not employed directly by that company, and as such have created a new Resource Type in OFSC with the 'Resource is a contingent worker1' feature enabled.

Which three of the following are correct regarding how those contingent workers will be handled by OFSC?

- A. Routing may assign activities to them, but contingent workers will not be included in quota calculations.
- B. Contingentworkers cannot participate in Teamwork within OFSC.
- C. Contingent workers' reported activity durations are not factored into company-wide statistics and estimations.
- D. Contingent workers will be included in quota calculations, but routing will not assignactivities to them.
- E. Contingent workers will be removed from the OFSC system if they have not activated a route m twelve continuous months.

Correct Answer: ABC

QUESTION 13

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 14

Which three options are valid 'Units of measure' in a Resource Type's 'LoadThreshold' section, that are used to determine how the icons are displayed in the Dispatch Console based on the resource's current load?

- A. Overtime cost
- B. Number of activities
- C. Travel time cost
- D. Working hours cost
- E. Hours
- F. Time percent

Correct Answer: BCE

QUESTION 15

Your customer noticed a message that sometimes appears when they are moving activities between resources. The message reads "Soft skill mismatch" and the customer wants it changed to read "Resource does not meet Preferable work skill level".

Which option fulfills that requirement?

- A. From the Glossary, update the wording for the "Soft skill mismatch" entry within the "Move Activity Result" category.
- B. From My Display, enable "Show Placeholder IDs", then turn the Glossary Editor on. When the original message appears when moving an activity, click the ID of the message and modify it to the new terminology.
- C. From the Glossary, update the wording for the "Soft skill mismatch" entry within the "Move Activity to Resource Alert" category.



D. From the Glossary, update the wording for the "Soft skill mismatch\\" entry within the "Activity Warning\\" category.

Correct Answer: C

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