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QUESTION 60

What happens when you enable the assignment parameter “Limit work by points”?
* If resources have shifts assigned to them with point values, routing will not assign activities whose cumulative point total exceeds the shift point value.
* Routing will use each activity’s unique point value to prioritize assignment of higher point activities over lower point activities.
* Routing will not assign a given activity if that activity’s point value exceeds the resource’s maximum personal point limit.
* 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

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

QUESTION 61

A company has a policy that even if they route a full day’s work to a technician, they would only like to reveal the next two activities on the technician’s route on their mobile device.

How do you use filters to satisfy this requirement?
* Create an activity filter with “Activity Scheduled in 1,2” and set the filter in the Restriction and Filters tab for the User Type of the technician.
* Create an activity filter with “Activity location < 2” and set the filter in the Restriction and Filters tab for the User Type of the technician.
* Create an activity filter with “Pending Activity Order in 1,2” and set the filter in the Restriction and Filters tab for the User Type of the technician.
* Create an activity filter with “Position in route < 2” and set the filter in the Restriction and Filters tab for the User Type of the technician.

QUESTION 62

A resource is assigned a work skill group that contains ‘skill A’ with a 90% skill levjel. The same ‘skill A’ is also assigned to them directly with a level of 100%.

How will routing consider that resource’s level for ‘skill A’ for activity assignment decisions?
* The work skill group assignment takes precedence, so routing will consider the resource to have a level or 90% for ‘skill A’.
* OFSC will prevent such a situation by presenting an error when the same skill is assigned with conflicting levels.
* The individual skill assignment takes precedence, so routing will consider the resource to have a level of 100% for ‘skill A’.
* Routing wiil consider the resource’s level to be an average of the level from the group and the individually assigned ‘skill A1 (95%).

QUESTION 63

Your customer does not want to manage work zone assignments for each individual technician resource because all technicians can work in the same areas without bias or preference.

Which two options fulfill that customer requirement?
* Assign all work zones at the parent level in the Resource Tree.
* Create a single work zone with no work zone keys and assign it to all resources
* Deselect “work zone support” in Business Rules to disable routing consideration of zones entirely.
* Deselect “work zone support” in the routing plan configuration screen for all routing plans.
* Create a single work zone group, with all zones included in the group, and assign it to the highest level in the resource tree.

QUESTION 64

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

QUESTION 65

Which three options are valid ‘Units of measure’ in a Resource Type’s[‘Load Threshold’
section, that are used to determine how the icons are displayed in the Dispatch Console based on the resource’s current load?
* Overtime cost
* Number of activities
* Travel time cost
* Working hours cost
* Hours
* Time percent

QUESTION 66

A company has a policy in which all of their technicians’ working days will begin once they arrive at their first jobs, and end
at the office depot after their last jobs.

Resource ‘start’ locations are set to their home addresses and ‘end’ locations are set to the office
depot address.

What Resource Type settings ensure that routing will support this requirement?
* ‘Working Time does not include the Travel Time to the first activity’ and ‘Working Time does not
include the Travel Time from the last activity to the Resources End Location1 are selected.
* ‘Working Time includes the Travel Time to the first activity’ and ‘Working Time does not include the
Travel Time from the last activity to the Resources End Location’ are selected.
* ‘Working Time does not include the Travel Time to the first activity’ and ‘Working Time includes the
Travel Time from the last activity to the Resources End Location’ are selected.
* ‘Working Time includes the Travel Time to the first activity’ and ‘Working Time includes the Travel
Time from the last activity to the Resources End Location’ are selected.

QUESTION 67

A customer’s ‘Senior Administrator’ user is responsible for periodically auditing the configuration changes
that are made to their Oracle Field Service Cloud (OFSC) instance.

Which option fulfills that requirement?
* Ensure that the Senior Administrator’s assigned User Type has access to the appropriate Configuration screen icons.
* Create a subscription via the Core REST API to include all ‘configurationUpdated’ events.
* Ensure that the Senior Administrator’s assigned User Type has access to the Configuration History report within Core
Manage.
* Create a subscription via the Core REST API to include all ‘configurationChangesMade’ events.

QUESTION 68

Your customer wants to update technician inventory using the Inbound API using the following:

```
<head>
<upload_type>full</upload_type>
<appointment>
  <keys>
     <field>appt_number</field>
     <field>customer_number</field>
  </keys>
</appointment>
<inventory>
  <keys>
     <field>invsn</field>
  </keys>
</inventory>
<processing_mode>inventory_only</processing_mode>
</head>
```

Given the <head> node of this request, which two statements are correct?
* Any existing inventory not listed in the body of the request will be deleted
* Required inventory can be specified
* Only serialized inventory will be updated.
* Customer inventory will be updated
* Only inventory in a technician’s pool will be affected

QUESTION 69

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?
* Go to Configuration > Business Rules and modify the Capacity intervals.
* Go to Configuration and add a new Capacity Category.
* Go to Configuration > Capacity Categories and add or edit time slots.
* Go to Configuration > Display and modify the “Quota Settings”.
Reference
https://docs.oracle.com/en/cloud/saas/field-service/18c/faadu/configuring-oracle-field-service-cloud.html#work-skill-groups

QUESTION 70

Which three Resource Type Roles can share work skills, inventory, and geolocation in teamwork?
* Tool
* Bucket
* Organization Unit
* Field Resource
* Vehicle
Reference https://docs.oracle.com/cloud/november2015/servicecs_gs/FAADU/FAADU.pdf

QUESTION 71

A customer has chosen to override learned activity durations for a period of time, after which they will revert bads; 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?

* Activity duration overrides can only be started or stopped manually within the OFSC Core Application.

* Even though an activity duration override is in effect, OFSC still compiles statistically learned values from reported field activities.

* OFSC will begin updating statistically learned values from reported field activities once the override has stopped.

* An activity duration overrides can be applied for a type of activity even if a given resource has not yet completed an activity of that type.

QUESTION 72

Which two statements are correct regarding String and Integer property types?

* Both property types can contain alphanumeric characters and punctuation.

* Both property types can contain Geolocation elements.

* Integer property types can be used for check box elements, whereas String property types can be used for phone numbers or email addresses.

* Both property types can include regular expressions.

QUESTION 73

Which two are correct statements regarding Daily Extract file data configuration?

* Separate Daily Extract files must be set up for data to be used in BICS and DBaaS.

* Customized data sets can be created for individual instances of OFSC.

* Data from a single data set can be configured to be extracted in any number of Daily Extract files

* All data sets can be configured to include custom properties and fields.

* Daily Extract files cannot be set up to extract data from multiple data sets

Reference https://docs.oracle.com/cloud/august2017/fieldservicecs_gs/FAADU/Administration-6.htm#FAADUID-0000041b

QUESTION 74

You configured an “early morning” time slot between 06:00 and 09:00 for the”Installation’ Activity An installation activity with no SLA is assigned to a resource for tomorrow.

Which two statements are correct regarding how activities in Jeopardy will be displayed for this configuration?

* A jeopardy warning will be displayed on Time/List/Map Views only.

* A jeopardy warning will be displayed if this activity has not finished between 06:00 and 09:00 tomorrow.

* A jeopardy warning will be displayed on the Resource Tree only

* A jeopardy warning will be displayed if this activity has not started and finished between 06:00 and 09:00 tomorrow.

* A jeopardy warning will be displayed if this activity has not started between 06:00 and 09:00 tomorrow.

* A jeopardy warning will be displayed on the Resource Tree and Time/List/Map Views.

QUESTION 75

A customer has a requirement that as part of the process of a resource completing an activity, a report in .PDF format containing the activity completion details be generated automatically.

How can this be correctly achieved?

* Configure the custom report within a Dashboard and retrieve it via the Core API at the time of activity completion.

* Develop a javascript plug-in to generate the .PDF report at the time of activity completion.

* Add the ‘create_report’ action to the ‘End Activity’ screen context and configure it to generate in

.PDF format.

* Add the custom report to a Dashboard in OFSC, where it can be scheduled and downloaded.

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https://www.braindumpsit.com/1z0-1003-22_real-exam.html]