



Oracle

Exam Questions 1z0-1003-20

Oracle Field Service Cloud Service 2020 Implementation Essentials

NEW QUESTION 1

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.

Answer: B

NEW QUESTION 2

An Oracle Field Service Cloud (OFSC) Enterprise customer has decided to provide their technicians with access to a map layer showing real-time traffic updates. The User Type for those technicians has been updated with the 'Use real-time traffic data' feature enabled, and all activities will have resolved coordinates provided when they are created.

Which two statements are correct regarding what those technicians will experience when signed into the OFSC Core Application with that feature enabled?

- A. Upon route activation, only the travel duration to their first activity will be updated with real-time traffic data.
- B. When the technician completes an activity, the travel durations to the rest of the activities along their route will be updated with real-time traffic data.
- C. When the technician completes an activity, only the travel duration to their next activity will be updated with real-time traffic data.
- D. Upon route activation, the travel durations to all of the activities along their route will be updated with real-time traffic data.

Answer: AB

NEW QUESTION 3






Which two statements are correct regarding the characteristics of an SLA window?

- A. An SLA window indicates when an activity should be completed.
- B. An SLA window indicates how long an activity should take to complete.
- C. An SLA window indicates that there is enough time available within it to perform an activity.
- D. An SLA window indicates when an activity should start.

Answer: AD

NEW QUESTION 4

When receiving the Resource Tree, Which icon represents a "normal" load of activities for a field resource?

- A. 
- B. 
- C. 
- D. 
- E. 

- A. Option A
- B. Option B
- C. Option C
- D. Option D
- E. Option E

Answer: D

NEW QUESTION 5

Which two statements are true regarding OIC-OFSC integration?

- A. The OIC platform can only use SOAP-based adapters for OFSC integration; REST-based adapters will not function for the product combination.
- B. Each external system will still require custom code to integrate with OFSC, but OIC will provide a structural framework for the OFSC Inbound and Outbound APIs.
- C. Field mapping and process flows between OFSC and external systems can be accomplished through OIC's GUI.
- D. The OIC platform can only use REST-based adapters for OFSC integration; SOAP-based adapters will not function for the product combination.
- E. Using OIC to integrate OFSC with a customer's systems removes the need to develop custom middleware to integrate each system.

Answer: CE

NEW QUESTION 6

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 <time> element within a Smart Location API "set_position" request would be correct?

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

Answer: C

NEW QUESTION 7

You need to configure a property to display a list of a customer's current subscribed services on your technician's mobile device in an easily readable table format. How do you accomplish this?

- A. Create a String property and use a Regular Expression to set the format of the table.
- B. Create a String property and use the Regular Expression and XSL Transformation fields.
- C. Create a File property and use the Regular Expression and XSL Transformation fields.
- D. Create a String or File property and use the Regular Expression and XSL Transformation fields.
- E. Create a File property and use a Regular Expression to set the format of the table.

Answer: D

NEW QUESTION 8

What functionality does 'Automatic Ordering' enable when checked within the routing plan's Assignment Parameters?

- A. When the routing plan runs, all of the activities assigned by routing will be ordered by their priority.
- B. When the routing plan runs, ordered activities will be considered for assignment and not-ordered activities will remain in the bucket.
- C. When the routing plan runs, it will assign and order not-ordered activities from the bucket and order not-ordered activities previously assigned to resources.
- D. When the routing plan runs, it will assign non-scheduled activities among other activities scheduled for that day.

Answer: D

NEW QUESTION 9

A customer wants to configure the OFSC GUI to show when a resource has not activated their route by the exact planned shift start time and send an email to the resource's supervisor.

Which two options are true regarding how this requirement is supported?

- A. Configuring a message scenario using the launch condition "Route is not activated" will also enable the Alert Setting "Route has not been started x minutes after the start time of resource work day".
- B. The Alert Setting "Route has not been started x minutes after the start time of resource work day" should be configured for 1 minute(s).
- C. The Alert Setting "Route has not been started x minutes after the start time of resource work day" should be configured for 0 minute(s).
- D. The configuration related to email notification must be performed in the Message Scenarios.

Answer: AB

NEW QUESTION 10

A customer has technicians with varying degrees of training to perform installation work. Their current corresponding skill levels are:

Expert level value = 100

Fully Qualified level value = 50 Novice level value = 25

For activities that require expert technicians, there is already an "Installation" work skill in place to identify those high visibility activities and enforce that assignment rule.

However, another segment of mid-tier installation activities must be assigned to technicians that are at least novices, but even better if they are considered fully qualified.

Which configuration satisfies the requirement of assigning those mid-tier installation activities?

- A. Create a Mid-Tier Installation work skill where its condition has a Required level of 25 and a Preferable level of 50
- B. Modify the existing Installation work skill's conditions, setting the Required level to 25, the Preferable level to 50 and creating an additional condition to identify high visibility activities
- C. Modify the existing Installation work skill's conditions, setting the Required level to 50, the Preferable level to 25 and creating an additional condition to identify high visibility activities
- D. Create a Mid-Tier Installation work skill where its condition has a Required level of 50 and a Preferable level of 25.

Answer: B

NEW QUESTION 10

Your customer offers a "triple play" service where an installation requires three work skills: "Cable", "Internet", and "Phone".

To accommodate this service, a work skill group has been set up called "Triple Play", and it includes each of those three skills with levels of 100.

This work skill group is assigned to all technicians, and it is also associated with a "Triple Play" capacity category.

One of the technicians named Billy Bishop also has the "Cable" work skill individually assigned with a level of 50.

Which two statements are true effect this configuration has on activity assignments and capacity management?

- A. An activity with a single work skill "Cable", with a "Required" level of 100, will not be automatically assigned to Billy Bishop.
- B. An activity with a single work skill "Cable", with a "Required" level of 100, will not consume capacity from the "Triple Play" capacity category.
- C. An activity with a single work skill "Cable", with a "Required" level of 100, can be automatically assigned to Billy Bishop.
- D. An activity with a single work skill "Cable", with a "Required" level of 100, will consume capacity, from the "Triple Play" capacity category

Answer: BC

NEW QUESTION 11

Your customer requires that their engineers make courtesy calls 2-4 hours after they complete an installation to make sure that everything is working properly. Two activities are created via integration but they need to be linked. Identify the correct setup for the link template.

- A. Set up a Start-to-Start template with a non-adjustable 2-hour Minimum interval and an adjustable 4-hour Maximum interval.
- B. Set up a Finish-to-Start template with a non-adjustable 2-hour Minimum interval and an adjustable 4-hour Maximum interval.
- C. Set up a Start-to-Start template with an adjustable 2-hour Minimum interval and an adjustable 4-hour Maximum interval.
- D. Set up a Finish-to-Start template with an adjustable 2-hour Minimum interval and an adjustable 4-hour Maximum interval.

Answer: A

Explanation:

Reference

https://docs.oracle.com/en/cloud/saas/field-service/18c/facmu/working-with-activities.html#t_createActivityLin

NEW QUESTION 16

A customer wants to configure Oracle Field Service Cloud (OFSC) to display a warning in the Dispatch Console when a resource has not activated their route by their exact shift start time. An email notification should also be generated and sent to the resource's supervisor. Which two options are correct regarding how this requirement is supported?

- A. Configuring a message scenario with the launch condition 'Route is not activated' will also automatically enable the 'Route has not been started x minutes after the start time of resource work day' alert to display at the 'Shift should have started X minutes ago according to the calendar' timing setting.
- B. The Alert Setting 'Route has not been started x minutes after the start time of resource work day' should be set to 1 minute.
- C. A message scenario with the Launch Condition 'Route is not activated' must be configured for the email notification.
- D. The Alert Setting 'Route has not been started x minutes after the start time of resource work day' should be set to 0 minutes.

Answer: AB

NEW QUESTION 20

Which two statements are correct regarding Daily Extracts in Oracle Field Service Cloud (OFSC)?

- A. When new custom properties are configured within OFSC, they are automatically added to the appropriate configured Daily Extract files.
- B. Daily Extract files are accessible for download either via API, via SFTP or manually through the Outbound Integration Channels screen OFSC.
- C. If using an overnight shift, the Daily Extracts for the previous day will be available only after the overnight period configured on the Business Rules screen has passed.
- D. Daily Extracts can be configured to be available in either XML, CSV or HTML format.
- E. The Daily Extract files can be configured to include, exclude and/or arrange the order of corresponding fields and custom properties.

Answer: DE

NEW QUESTION 24

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

- A. Both property types can contain alphanumeric characters and punctuation.
- B. Both property types can contain Geolocation elements.
- C. Integer property types can be used for check box elements, whereas String property types can be used for phone numbers or email addresses.
- D. Both property types can include regular expressions.

Answer: BD

NEW QUESTION 28

Which three Launch Conditions include configurable trigger thresholds?

- A. 'Route is activated'
- B. 'Route is not activated'
- C. 'Next activity is about to start'
- D. 'Estimated time of arrival has changed'
- E. 'Service request is created'
- F. 'Activity is not started after the ETA'

Answer: ABF

NEW QUESTION 33

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.

Answer: A

NEW QUESTION 36

A customer wants to create a message scenario that, when launched, sends an email to the address of the immediate parent of the resource the activity is assigned to within the Oracle Field Service Cloud (OFSC) organizational hierarchy.

Which describes the correct message scenario configuration to support this requirement?

- A. In the Step Info section of the message scenario, select Recipient: 'Resource', Delivery Channel: 'Email1'.
- B. In the Step Info section of the message scenario, select Recipient: 'Customer', Delivery Channel: 'Email'.
- C. In the Step Info section of the message scenario, select Recipient: 'Dispatcher', Delivery Channel 'Email'.
- D. In the Step Info section of the message scenario, select Recipient: 'Use static address', Delivery Channel: 'Email'; In the Message Pattern section, enter the resource's email address property label.

Answer: A

NEW QUESTION 40

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

Answer: A

NEW QUESTION 44

A customer wants to add or update multiple activities from a single API call from their middleware. Which two options are viable and support the requirement?

- A. Core REST API "activities" request
- B. Inbound SOAP API "update_activity" command
- C. Core REST API "activities/custom-actions/bulkUpdate" request
- D. Inbound SOAP API "add_activity" command

Answer: AD

NEW QUESTION 48

A utility company sees several 'New Connect' activities being added to the routing bucket throughout the day. They want 'Meter Read' activities to potentially be removed from the technician's route so that the 'New Connect' activities can be assigned if the technician qualifies for the activity.

They enabled reoptimization in their routing plan and created a reoptimization filter targeting the 'Meter Read' activities.

What additional settings are required in the routing plan to meet the desired behavior?

- A. Set the reoptimization goal to "Reduce Overdue". Then, using routing filters, set the cost of not assigning 'Meter Read' activities in existing routes to 'High', and the cost of not assigning 'New Connect' activities in the routing bucket to 'Normal'.
- B. Set the reoptimization goal to 'Assign high priority activities'. Then, using routing filters, set the cost of not assigning 'Meter Read' activities in existing routes to 'High', and the cost of not assigning 'New Connect' activities in the routing bucket to 'Low'.
- C. Set the reoptimization goal to 'Assign high priority activities'. Then, using routing filters, set the cost of not assigning 'Meter Read' activities in existing routes to 'Low', and the cost of not assigning 'New Connect' activities in the routing bucket to 'High'.
- D. Set the reoptimization goal to 'Assign high priority activities'. Then, using routing filters, set the cost of not assigning 'Meter Read' activities in existing routes to 'Highest', and the cost of not assigning 'New Connect' activities in the routing bucket to 'Normal'.

Answer: A

NEW QUESTION 51

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

Answer: A

NEW QUESTION 54

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?

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

Answer: BCE

NEW QUESTION 56

The Display setting "Idle Time Minimum" is set to 5 mins. What is the consequence of this setting?

- A. Idle time that is estimated to be less than 5 mins in duration in the OFSC Mobility time view will be shown as 5 mins in duration.
- B. The mobile resource's alert panel will show an alert for occurrences of idle time estimated to exceed 5 mins in duration on the route.
- C. Idle time that exceeds 5 mins in duration that is prior to an activity will cause that activity to show a red "jeopardy" color in OFSC Mobility.
- D. Idle time estimated to be below 5 mins in duration will not be shown as idle time on the OFSC Mobility time view.

Answer: D

NEW QUESTION 59

Which statement is correct regarding the capabilities of 'reoptimization' within an Oracle Field Service Cloud (OFSC) routing plan?

- A. Reoptimization can be enabled for manual, once-a-day, recurrent, immediate and sequential routing plan
- B. ^j
- C. 'Minimize summary travel' is one of the selectable goals within the Reoptimization section of a routing plan.
- D. In general, the higher the reoptimization penalty % is set, the less impact reoptimization will have on activities already assigned to routes.
- E. Reoptimization filters are used to specify the costs of not assigning certain types of activities as well as lateness tolerances.

Answer: A

NEW QUESTION 63

Which two statements are correct regarding the use of planned capacity management?

- A. Planned capacity can only be set if the capacity area is configured to manage booking based on time slot.
- B. Planned capacity can be set at the day level only for a given capacity area and its organization units.
- C. Planned capacity can be automatically calculated by entering the preferred variance as compared to available capacity.
- D. Planned capacity can be entered either by resources or capacity (days, hours, minutes) depending on what is configured in the 'Working time unit' parameter.
- E. Planned capacity can be set at the day, capacity category and time slot levels for a given capacity area and its organization units.

Answer: AD

NEW QUESTION 68

Where are permissions enabled for users to access Collaboration?

- A. the Business Rules configuration screen
- B. the Resource Information configuration screen
- C. the User Type configuration screen
- D. the Resource Type configuration screen

Answer: C

Explanation:

https://docs.oracle.com/cloud/february2017/fieldservicecs_gs/FASCL/Collaboration-2.htm#FASCLConfigureUs

NEW QUESTION 71

Your company has three different levels of 'VIP' customers - Gold, Silver, and Bronze.

There is a read-only 'VIP Level' property where one of these options will appear on the 'Edit/View Activity' form of every applicable activity.

Any Gold VIP customers should be offered a free three-month streaming VoD service trial as a token of appreciation.

If they accept, a record of that must be maintained. A 'VoD Service Trial' Integer check box property has been created.

What must you do in order to ensure that the check box is visible on the Edit/View Activity form only for Gold VIP members?

- A. Create a filter to only show the 'VoD Service Trial' property if 'Gold' appears on the Edit/View Activity form.
- B. Use a regular expression to limit valid entries for the 'VoD Service Trial' property to 'Gold' only.
- C. Add the 'VoD Service Trial' property with a default value of 'Gold' to the Edit/View Activity form.
- D. Add the 'VoD Service Trial' property with a conditional visibility to the Edit/View Activity form.

Answer: B

NEW QUESTION 76

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

<date>2017-05-10</date>

<date>2017-05-15</date>

<location>general</location>

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.

Answer: A

NEW QUESTION 77

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 worker' 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. Contingent workers 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 assign activities to them.
- E. Contingent workers will be removed from the OFSC system if they have not activated a route in twelve continuous months.

Answer: ABC

NEW QUESTION 78

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

Answer: C

NEW QUESTION 82

A supervisor notices that some of the actions and status changes of technicians that work an 11 PM - 4 AM shift are being included in the next day's daily extract file.

The supervisor must have those actions included in the previous day's daily extract.

What must be configured to enable those actions to be included in the previous day's daily extract?

- A. Set the BICS Settings on the Daily Extract screen to reflect the previous day.
- B. Add the "Shift" property to the resource daily extract configuration.
- C. Set the Overnight work value to 4 hours past midnight on the Business Rules screen.
- D. Add the "Activity by Statuses" report to the Schedule Report menu item.

Answer: A

NEW QUESTION 85

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
- D. A Resource Tree warning appears and a message scenario is launched (if configured).

Answer: D

NEW QUESTION 86

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?

- A. Configure the custom report within a Dashboard and retrieve it via the Core API at the time of activity completion.
- B. Develop a javascript plug-in to generate the .PDF report at the time of activity completion.
- C. Add the 'create_report' action to the 'End Activity' screen context and configure it to generate in .PDF format.
- D. Add the custom report to a Dashboard in OFSC, where it can be scheduled and downloaded.

Answer: A

NEW QUESTION 87

Your customer has enabled "Calculate activity duration using statistics" with a "Default duration" of 48 minutes for a new Activity Type called TV Upgrade.

Your customer has created a new TV Upgrade activity with a manually set 30-minute duration. Which statement is true regarding the estimated duration for this new TV Upgrade activity?

- A. The activity duration is set as 30 minutes when no learned statistics are available.
- B. The activity duration is set as 30 minutes.
- C. The activity duration is set as 30 minutes when learned statistics are available.
- D. The activity duration is set as 48 minutes.
- E. The activity duration is set as 48 minutes when no learned statistics are available.
- F. The activity duration is set as 48 minutes when learned statistics are available

Answer: D

NEW QUESTION 88

A customer wants to change the information that displays in the Collaboration window when an activity is dragged into it. What needs to be modified to ensure that the preferred activity properties appear?

- A. the 'Identify activity by' context
- B. the 'Activities' context
- C. the 'Activity hint' context
- D. the 'Activity details in chat' context

Answer: C

NEW QUESTION 91

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.

Answer: BC

NEW QUESTION 95

After reviewing the overall performance metrics of their workforce, a company identified that their technicians are frequently arriving at jobs late. They want to use reoptimization to reduce the amount of lateness and improve their technicians' on-time arrival. Which setting is required to do this?

- A. Enable Reoptimization within the routing plan, then select "Reduce overdue."
- B. Enable Reoptimization within the routing plan, then select "Assign overdue activities."
- C. Enable Reoptimization within the routing plan, then select "Reduce overtime "
- D. Enable Reoptimization within the routing plan, then select "Assign high priority activities."
- E. Enable Reoptimization within the routing plan, then select "Optimize routes."

Answer: B

Explanation:

Reference <https://docs.oracle.com/en/cloud/saas/field-service/18a/farcu/using-routing-cloud-service.pdf>

NEW QUESTION 99

A customer is currently closing booking automatically by capacity category within all of their Capacity Areas, but they also want to be able to close booking per work zone because some of their work zones require additional work preparations.

Which step is required to enable this functionality?

- A. On the Business Rules screen, enable 'Allow closing of booking on work zone level'.
- B. If 'Work Zone support' is enabled on the Business Rules screen, there are no additional steps required to enable closure of booking per work zone.
- C. On the Quota Configuration screen for each Capacity Area, enable the 'Allow closing of booking on work zone level' feature.
- D. On the Resources screen for each Capacity Area, enable the 'Allow closing of booking on work zone level' feature.

Answer: A

NEW QUESTION 103

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