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Oracle Field Service Cloud 2019 Implementation Essentials

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QUESTION 1

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 it\\'s 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 it\\'s organization units.

Correct Answer: AD

QUESTION 2

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?

A. \\'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.

B. \\'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.

C. \\'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.

D. \\'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.

Correct Answer: B

QUESTION 3

Your customer wants their technicians to see the same activity data in their Service within their Activity List in OFSC Mobility. Which configuration supports this requirement?

A. Add the "Activity" property to the Request Grid context in Mobility.

B. Add the appropriate activity properties to the Request Grid context in Mobility.

C. Add the "Activity" property to the "Identify service request by" identifier context.

D. Add the appropriate activityproperties to the "Identify service request by" identifier context.

Correct Answer: A

QUESTION 4

A customer has a few back office workers that need to be able to move certain activities to field technicians regardless of whether those technicians have the corresponding work skills that the jobs require or not. Which configuration option ensures that those workers have the ability to override potential work skill mismatches when moving activities to field technicians?

A. Enable the \\'Ignore work zones / work skills mismatch on activity moves\\' feature for the Activity Type(s) that require the override ability.

B. Enable the \\'Ignore work zones / work skills mismatch on activity moves\\' feature for the Resource Type(s) that those back office workers are assigned.

C. Enable the \\'Ignore work zones / work skills mismatch on activity moves\\' feature for the User Type (s) that those back office workers are assigned.

D. Enable the \\'Ignore work zones / work skills mismatch on activity moves\\' feature for the Resource Type(s) of the field technicians to which the activities could be moved.

Correct Answer: D

QUESTION 5

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 6

A Company has a policy that "Gas Leak" and "Repair" Activity Types must be scheduled immediately to the nearest field resource.

In addition, the company needs to ensure that the system routes gas leaks with a higher priority than repairs.

What configuration must be used to support this requirement?

A. Set the Activity Priority in the Business Rules screen to Property = Activity Type, Urgent = Gas Leak, Repair. Set the route plan run schedule = immediately.

B. Set the Activity Priority in the Business Rules screen to Property = Activity Type, Urgent = Repair, Gas Leak. Set the route plan run schedule = immediately.

C. Set a message stepthat updates the Resource ID property on the activity with the ID of the closest resource to the job when the activity is added to the bucket.

D. Create a route plan with the cost of not assigning set higher for "Gas Leak" than "Repair" and set the run schedule to Run Routing = Recurrent and Interval = 1 min.

Correct Answer: A

QUESTION 7

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, selectRecipient: \\'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.

Correct Answer: A

QUESTION 8

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 plans. ^j

B. \\'Minimize summary travel1 is one of the selectable goals within the Reoptimization section of a routing plan.

C. In general, the higher the reoptimization penalty % is set, the less impact reoptimization will have on activities already assigned to routes.

D. Reoptimization filters are used to specify the costs of not assigning certain types of activities as well as lateness tolerances.

Correct Answer: A

QUESTION 9

Your customer has technicians in the field and at times they need to move an activity to another technician using Collaboration.

How do you enable this functionality for your customer?

A. Enable the \\'Allow activity move via chat" for the"Technician" User Type.

B. Enable the "Allow activity move from non-scheduled pool to scheduled one" for the "Technician" User Type.

C. Enable the "Allow activity reschedule / move to non-scheduled pool" for the "Technician" User Type.

D. Enable the "Allow inventory move via chat" for the "Technician" User Type.

Correct Answer: C

https://docs.oracle.com/cloud/august2015/servicecs_gs/FAUTY/FAUTY.pdf(19)

QUESTION 10

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.

Correct Answer: AD

QUESTION 11

A utility company sees several "New Connect" activities being dropped into the routing bucket during the day.

They want "Meter Read" activities to 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 route plan and created a reoptimization filter targeting the "Meter Read" activities.

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

A. Set the reoptimization goal to "Assign high priority activities". Then set cost of not assigning an activity for "Meter Read" on activities in existing routes to "High", whereas cost of not assigning an activity for "New Connect" in activities in the routing bucket to "Low".

B. Set the reoptimization goal to "Reduce Overdue". Then set cost of not assigning an activity for "Meter Read" on activities in existing routes to "High", whereascost of not assigning an activity for "New Connect" in activities in the routing bucket to "Normal".

C. Set the reoptimization goal to "Assign high priority activities". Then set cost of not assigning an act or "Meter Read"

on activities in existing routes to "Low", whereas cost of not assigning an activity for "New Connect" in activities in the routing bucket to "High".

D. Set the reoptimization goal to "Assign high priority activities". Then set cost of not assigning an activity for "Meter Read" on activities in existing routes to "Highest", whereas cost of not assigning an / for "New Connect" in activities in the routing bucket to "Normal".

Correct Answer: D

QUESTION 12

Which statement is true regarding Travel Areas in OFSC?

A. Travel Areas define a company\\'s serviceable geography and are made up of groups of work zones.

B. A Travel Area can be assigned to a bucket or a resource.

C. Travel between work zones within different Travel Areas will not be calculated for statistical use.

D. A given work zone can be assigned to multiple Travel Areas.

E. Statistics are calculated using the travels between Travel Areas.

Correct Answer: A

https://docs.oracle.com/cloud/february2017/fieldservicecs_gs/FAADU/Administration.htm#F AADUViewTravelAreas-D20CE43D

QUESTION 13

What configuration is required in order for users to view "Nearby activities" from the Activity List in Mobility?

A. Set a "Nearby Radius" distance from the Business Rules screen.

B. Add a "Nearby Activities" action to the Activity List screen context for Core Manage.

C. Select "Nearby Activities" from the Business Rules screen.

D. Add a "Nearby Activities" action to the Activity List screen context for Mobility.

Correct Answer: B

https://docs.oracle.com/en/cloud/saas/field- service/18b/faadu/administering-oracle-field-service-cloud.pdf(33)

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

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

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

C. A jeopardy warning will bedisplayed on the Resource Tree only

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

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

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

Correct Answer: CF