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QUESTION 1

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

Correct Answer: C

https://docs.oracle.com/cloud/february2017/fieldservicecs_gs/FASCL/Collaboration-2.htm#FASCLConfigureUserGroupsAndHelpdesk-30EA0AD0

QUESTION 2

A customer\\'s \\'Senior Administrator\\' user is responsible for periodically auditingthe configuration changes that are made to their Oracle Field Service Cloud (OFSC) instance.

Which option fulfills that requirement?

A. Ensure that the Senior Administrator\\'s assigned User Type has access to the appropriate Configuration screen icons.

B. Create a subscription via the Core REST API to include all \\'configurationUpdated\\' events.

C. Ensure that the Senior Administrator\\'s assigned User Type has access to the Configuration History report within Core Manage.

D. Create a subscription via the CoreREST API to include all \\'configurationChangesMade\\' events.

Correct Answer: C

QUESTION 3

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 4

Your company has three different levels of "VIP" customers - Gold, Silver, and Bronze On an Activity Details record, there is a read-only "VIP Status" property where one of these options will be selected.

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 only in the Activity Details screen for Gold VIP member?

A. Create a Filter to only show the VoD Service Trial Property if "Gold" appears on the Activity Details page.

B. Set a condition within the VoD Service Trial property to limit visibility.

C. Use a regular expression to limit valid entries to "Gold" only.

D. Add the VoD Service Trial property with a conditional Visibility to the Activity Details screen.

Correct Answer: B

QUESTION 5

Which two statements are true regarding managing inventory within OFSC?

A. A resource with eligible permissions can addinventory to his or her own pool.

B. Missing required inventory does not restrict an activity from being completed.

C. When customer inventory is de-installed, it is moved to the "Resource" pool.

D. Filters can be created for inventory.

Correct Answer: AC

https://docs.oracle.com/en/cloud/saas/field- service/18c/faadu/configuring-oracle-field-service-cloud.html
https://docs.oracle.com/cloud/august2017/fieldservicecs_gs/CXFSC/OFSC_List_of_Tasks_ Methods_Inventories.html

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