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Oracle Field Service Cloud 2019 Implementation Essentials

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QUESTION 1

A company has technicians in a local Austin office, which has been configured as a bucket within OFSC.

They want all their technicians to work in the AUSTIN_SOUTHWEST_WKZN work zone but would also like the technicians Sandra Bernstein and Larry Johnson to work in the AUSTIN_NORTHWEST_WKZN work zone as well.

How should you set the work zones in the Resource Tree for that local Austin office?

- A. Set the AUSTIN_SOUTHWEST_WKZN work zone at the Austin bucket level only.
- B. Set the AUSTIN_SOUTHWEST_WKZN work zone at the Austin bucket level and also set the AUSTIN_NORTHWEST_WKZN work zone individually on Sandra Bernstein and Larry Johnson.
- C. Set both the AUSTIN_SOUTHWEST_WKZN and the AUSTIN_NORTHWEST_WKZN at the Austin bucket level only.
- D. Set the AUSTIN_SOUTHWEST_WKZN work zone at the Austin bucket level and also set the AUSTIN_NORTHWEST_WKZN and the AUSTIN_SOUTHWEST_WKZN work zones individually on Sandra Bernstein and Larry Johnson.

Correct Answer: D

QUESTION 2

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 checkbox 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.

Correct Answer: B

QUESTION 3

Which three statements are true regarding resource calendar options?



- A. Shifts can be used within a variety of work schedules.
- B. Nonworking time is used to identify known absences such as vacations or holidays.
- C. Nonworking reasons are set by default and cannot be modified.
- D. Holidays for calendars are defined using the configuration option of Holidays.
- E. Work Schedules can contain combinations of shifts and nonworking times.
- F. Working time can contain multiple work schedules.

Correct Answer: ACE

[https://docs.oracle.com/cloud/august2015/servicecs_gs/FAADU/FAADU.pdf\(278\)](https://docs.oracle.com/cloud/august2015/servicecs_gs/FAADU/FAADU.pdf(278))

QUESTION 4

On the Quota screen in Oracle Field Service Cloud (OFSC), there is a column that displays values for '\\Other Activities\\'. Which describes the '\\Other Activities\\' that contribute to the values displayed in that column?

- A. activities that consume capacity but are not associated with the capacity categories or time slots configured for a given Capacity Area
- B. non-scheduled activities that exist within the Capacity Area bucket
- C. activities that have specifically been added by field resources using the '\\Add Activity1', '\\Prewrite\\' or '\\Reopen\\' actions
- D. non-scheduled activities that are either within the Capacity Area bucket or currently assigned to resources\\' routes

Correct Answer: D

QUESTION 5

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.

Correct Answer: B