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Oracle Field Service Cloud 2019 Implementation Essentials

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QUESTION 1

You are creating a new String property for field technicians to capture a customer's email address and want to be sure that any entries are in a valid format. Which steps are required to force a valid email address?

- A. Add a property hint that explains the proper format.
- B. Choose "Email" from the GUI drop-down list.
- C. Enter an appropriate regular expression to validate entries.
- D. Enter the appropriate XSL transformation code to force valid entries.

Correct Answer: B

https://docs.oracle.com/cloud/august2017/fieldservicecs_gs/FAADU/Administration.htm

QUESTION 2

Which two statements are true regarding managing inventory in OFSC?

- A. Resources can share inventory when using OFSC Collaboration.
- B. The only inventory pools are "customer", "resource", and "installed".
- C. Inventory can be added to a bucket on the Resource Tree and shared among all child resources.
- D. Resources can share inventory when they are working as a team.

Correct Answer: BD

https://docs.oracle.com/cloud/august2017/fieldservicecs_gs/FACMU/CoreManagement8.htm#FACMUconcept_xgr_bmq_gs

QUESTION 3

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.

Correct Answer: B

QUESTION 4

Which option correctly describes the Time Limit setting within a routing plan?

- A. A routing plan will be stopped once its runtime duration reaches the Time Limit.
- B. A recurrent routing plan will no longer run if the current time has exceeded the Time Limit configured for the plan.
- C. No routing plans, assigned to a given bucket, will run if the current time has exceeded the Time Limit.
- D. The Time Limit setting controls whether overtime is allowed for the routing plan.

Correct Answer: A

https://docs.oracle.com/cloud/august2017/fieldservicecs_gs/FARCU/FARCU.pdf

QUESTION 5

A scheduled activity with an 'Installation' work skill exists in a bucket and is ready to be routed.

A resource within that bucket - John Smith - has no individual work skills designated on his resource record in Oracle Field Service Cloud (OFSC), but he qualifies for that activity in all other aspects.

Which statement is correct regarding how routing handles work skill matches in this situation?

- A. Routing will not assign that activity to John Smith due to a soft skills mismatch.
- B. Routing will not assign that activity to John Smith due to a work skills mismatch.
- C. Routing will consider assigning that activity to John Smith because if a resource has no specific work skills designated on their record, they are assumed to have all skills at levels of 100.
- D. Routing will only consider assigning that activity to John Smith if no other resources in the bucket have the 'Installation' work skill directly designated on their records either.

Correct Answer: B



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