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QUESTION NO: 1

A company has technicians in a local Austin office in the United States, which has been configured as a bucket within Oracle Field Service Cloud (OFSC).

They want all of their technicians to be able to work within the AUSTIN_SOUTHWEST work zone, but also need just the technicians Sandra Bernstein and Larry Johnson to be able to work within the AUSTIN_NORTHWEST work zone as well.

Which work zone configuration option meets these requirements?

- A. Assign the AUSTIN_SOUTHWEST work zone to the Austin bucket.
- B. Assign the AUSTIN_SOUTHWEST work zone to the Austin bucket and also set the
- C. AUSTIN_NORTHWEST work zone individually on Sandra Bernstein and Larry Johnson's resource records.
- D. Assign both the AUSTIN_SOUTHWEST and the AUSTIN_NORTHWEST work zones to the Austin bucket.
- E. Assign the AUSTIN_SOUTHWEST work zone to the Austin bucket and also set the AUSTIN_NORTHWEST and the AUSTIN_SOUTHWEST work zones individually on Sandra Bernstein and Larry Johnson's resource records.

ANSWER: A

QUESTION NO: 2

A customer requires that their dispatchers have the ability to modify activity start and end times for their technicians via the Core Manage interface when necessary.

Which option enables that ability?

- A. Enable the "Allow activity reorder inside the route" feature within the Dispatcher User Type.
- B. Enable the "Allow action time adjustment in Manage" feature within the Add Activity/Activity Details context.
- C. Enable the "Allow action time adjustment in Manage" feature for the Dispatcher User Type.
- D. Verify that access to Mobility is enabled within the Dispatcher User Type.

ANSWER: C

QUESTION NO: 3

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: B C

QUESTION NO: 4

Which three configurations will enable booking to automatically close?

- A. specific work zones at designated times, based on intersections of capacity categories and booking intervals, set for either the same day or from 1-5 days earlier
- B. specific work zones at designated times, based on booking intervals including All Day intervals, set for either the same day or from 1-5 days earlier
- C. specific booking intervals at designated times, set for either the same day or from 1-5 days earlier
- D. specific capacity intervals at designated times, set for either the same day or from 1-5 days earlier
- E. specific work zones at designated times, based on intersections of capacity categories and time slots, set for either the same day or from 1-5 days earlier

ANSWER: A B E

QUESTION NO: 5

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: B C E

QUESTION NO: 6

Your customer identified that their current capacity indicators for major and critical capacity levels need to be modified.

Which step must you take to solve this issue?

- A. Go to Configuration > Business Rules and modify the Capacity intervals.
- B. Go to Configuration and add a new Capacity Category.
- C. Go to Configuration > Capacity Categories and add or edit time slots.
- D. Go to Configuration > Display and modify the "Quota Settings".

ANSWER: D

Explanation:

Reference <https://docs.oracle.com/en/cloud/saas/field-service/18c/faadu/configuring-oracle-field-service-cloud.html#work-skill-groups>

QUESTION NO: 7

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

QUESTION NO: 8

Your customer does not want to manage work zone assignments for each individual technician resource because all technicians can work in the same areas without bias or preference.

Which two options fulfill that customer requirement?

- A. Assign all work zones at the parent level in the Resource Tree.

- B. Create a single work zone with no work zone keys and assign it to all resources
- C. Deselect "work zone support" in Business Rules to disable routing consideration of zones entirely.
- D. Deselect "work zone support" in the routing plan configuration screen for all routing plans.
- E. Create a single work zone group, with all zones included in the group, and assign it to the highest level in the resource tree.

ANSWER: A E

QUESTION NO: 9

Which three Resource Type Roles can share work skills, inventory, and geolocation in teamwork?

- A. Tool
- B. Bucket
- C. Organization Unit
- D. Field Resource
- E. Vehicle

ANSWER: A D E

Explanation:

Reference https://docs.oracle.com/cloud/november2015/servicecs_gs/FAADU/FAADU.pdf

QUESTION NO: 10

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

ANSWER: A