



Oracle

Exam Questions 1z0-1003-20

Oracle Field Service Cloud Service 2020 Implementation Essentials

NEW QUESTION 1

An Oracle Field Service Cloud (OFSC) Enterprise customer has decided to provide their technicians with access to a map layer showing real-time traffic updates. The User Type for those technicians has been updated with the 'Use real-time traffic data' feature enabled, and all activities will have resolved coordinates provided when they are created.

Which two statements are correct regarding what those technicians will experience when signed into the OFSC Core Application with that feature enabled?

- A. Upon route activation, only the travel duration to their first activity will be updated with real-time traffic data.
- B. When the technician completes an activity, the travel durations to the rest of the activities along their route will be updated with real-time traffic data.
- C. When the technician completes an activity, only the travel duration to their next activity will be updated with real-time traffic data.
- D. Upon route activation, the travel durations to all of the activities along their route will be updated with real-time traffic data.

Answer: AB

NEW QUESTION 2

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.

Answer: AD

NEW QUESTION 3

You created an event subscription via the Core API and it returned a page identifier of "170322-439 0" along with the subscription ID. However, when you run a subsequent "Get Events" request using that subscription ID and same page identifier, the following is returned within the JSON-formatted response:

```
"found" : true,
"nextPage" : "170322-439,0",
"items": [],
```

What is a valid reason why the "items" parameter is empty?

- A. The Core API "Business Events" parameter is set to "hidden" within the Application being used for API authentication.
- B. There are no new subscription events as of the specified page identifier.
- C. The Core API "Collaboration Events" parameter is set to "hidden" within the Application being used for API authentication.
- D. No relevant events were specified within the body of the request

Answer: C

NEW QUESTION 4

When receiving the Resource Tree, Which icon represents a "normal" load of activities for a field resource?

- A. 
- B. 
- C. 
- D. 
- E. 

- A. Option A
- B. Option B
- C. Option C
- D. Option D
- E. Option E

Answer: D

NEW QUESTION 5

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 activity properties to the "Identify service request by" identifier context.

Answer: A

NEW QUESTION 6

Which two are correct statements regarding Daily Extract file data configuration?

- A. Separate Daily Extract files must be set up for data to be used in BICS and DBaaS.
- B. Customized data sets can be created for individual instances of OFSC.
- C. Data from a single data set can be configured to be extracted in any number of Daily Extract files
- D. All data sets can be configured to include custom properties and fields.
- E. Daily Extract files cannot be set up to extract data from multiple data sets

Answer: CD

Explanation:

Reference

https://docs.oracle.com/cloud/august2017/fieldservicecs_gs/FAADU/Administration-6.htm#FAADUID-000004

NEW QUESTION 7

A customer is requesting to connect to a 3rd-party webpage via OFSC Mobility. They need to send some parameters to this webpage as part of the call. Which configuration is correct when you create the Action Link to support this request?

- A. Mark the Action Link as "Is plugin", select the Type as "HTML5 application", enter the URL and enter the parameters to be sent within the "POST data" section.
- B. Mark the Action Link as "Is plugin", select the Type as "HTML5 application", enter the URL and select Main Menu items.
- C. Do not mark the Action Link as "Is plugin", select the Type as "HTML5 application", enter the URL and select "Use Plugin API".
- D. Mark the Action Link as "Is plugin", select the Type as "Native application", enter the URL, enter the parameters within the "POST data" section and select the "Disable the action link in offline option"

Answer: A

NEW QUESTION 8

A company has a policy that even if they route a full day's work to a technician, they would only like to reveal the next two activities on the technician's route on their mobile device.

How do you use filters to satisfy this requirement?

- A. Create an activity filter with "Activity Scheduled in 1,2" and set the filter in the Restriction and Filters tab for the User Type of the technician.
- B. Create an activity filter with "Activity location < 2" and set the filter in the Restriction and Filters tab for the User Type of the technician.
- C. Create an activity filter with "Pending Activity Order in 1,2" and set the filter in the Restriction and Filters tab for the User Type of the technician.
- D. Create an activity filter with "Position in route < 2" and set the filter in the Restriction and Filters tab for the User Type of the technician.

Answer: A

NEW QUESTION 9

Which two statements are correct regarding activity duration estimations?

- A. The durations of completed activities are the only ones used for future estimations.
- B. An Activity Type's "default duration" is applied when there are not enough learned statistics to use for estimations.
- C. Historical data is not relevant for any activity duration calculations.
- D. Travel statistics can influence activity duration estimations.
- E. An activity's estimated duration will never change if the activity gets reassigned from one technician to another.

Answer: BD

Explanation:

Reference

https://docs.oracle.com/en/cloud/saas/field-service/18c/faadu/configuring-oracle-field-service-cloud.html#c_pre

NEW QUESTION 10

A company needs their mobile workers to be able to see which unassigned activities are located within a specific radius of their own location so that they can potentially assign and perform those jobs if they happen to have time along their routes.

Which option addresses that configuration requirement?

- A. Add the 'Nearby Activities1' action to the Activity List context for the mobile workers' User Type and set the specific radius via the 'Nearby Radius' parameter on the Business Rules screen.
- B. Add the 'Nearby Activities' action to the Activity List context for the mobile workers' User Type and set the specific radius via the 'Nearby Radius' parameter on the Display screen.
- C. Enable the 'Nearby Activities' screen within the Main Menu context for the mobile workers' User Type and set the specific radius via the 'Nearby Radius' parameter on the Business Rules screen.
- D. Enable the 'Nearby Activities' screen within the Main Menu context for the mobile workers' User Type and set the specific radius via the 'Nearby Radius' parameter on the Display screen.

Answer: D

NEW QUESTION 10

A new Activity Type Group called 'Low Priority Work1' has been created in Oracle Field Service Cloud (OFSC) and a number of Activity Types from the 'Customer'

group have been moved into this new group.
You have been tasked to change the Time Slot for these Activity Types to 'All-Day' because they are low priority.
How do you configure this via the Activity Types screen?

- A. Modify the 'Low Priority Work' group and set the Time Slot to 'All-Day'.
- B. Select the first Activity Type within the group, click 'Modify' and set Time Slot to 'All-Day'. Then use the 'Clone' function to update the remaining Activity Types.
- C. For every Activity Type you need to modify, click the 'Modify' action and select the 'All-Day' Time Slot for them.
- D. Select the Activity Types within the group, and then click Time Slot and choose 'All-Day'.

Answer: D

NEW QUESTION 15

Which two statements are true about registering Applications in OFSC?

- A. A unique Client ID and Client Secret must be entered for each registered Application.
- B. Applications support OAuth2 using tokens either from OFSC or external providers such as Oracle Identity Cloud Service.
- C. If the API Access section is left blank, then by default, the Application has read/write access to all available OFSC APIs.
- D. Applications support restricting access to a white list of certain IP addresses.
- E. Separate Applications must be registered if you will be integrating with both REST and SOAP APIs

Answer: BD

Explanation:

https://docs.oracle.com/cloud/february2017/fieldservicecs_gs/CXFSC/OFSC_Configuring_Authentication_usin

NEW QUESTION 17

While most field resources for a particular company should see the countdown that displays the estimated time remaining for an activity in Oracle Field Service Cloud (OFSC), their 'contractor resources' that only perform periodica work should NOT see it.

Which configuration supports the requirement to hide the countdown timer for those 'contractor resources' that do NOT need to see it when they are working on their assigned activities?

- A. Assign the 'contractor resources' to a Resource Type where the 'Display the remaining activity time' feature is disabled.
- B. Assign the 'contractor resources' to a User Type where the 'Display the remaining activity time' feature is disabled.
- C. Set the visibility condition for the Activity Timer context to 'show*' for the User Types that need it, but exclude the ones assigned to the 'contractor resources'.
- D. Set the visibility condition for the Activity Timer context to 'hidden' for the 'contractor resources' assigned User Type.

Answer: A

NEW QUESTION 22

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, select Recipient: '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.

Answer: A

NEW QUESTION 24

Your customer wants routing to estimate accurate travel times from their resources' home locations to their first activities of the day when making automated assignments.

What two configurations are required to be in place to support this requirement?

- A. Resource's "Start location" must be assigned for each weekday that routing should assign resource work.
- B. Resource's Home Zone Center must be assigned for each weekday routing should assign that resource work.
- C. Resource's "Start location" must be configured as a shared location at the resource's parent level in the resource tree.
- D. The resource type setting "Working time includes travel to first activity" must be selected.

Answer: AD

NEW QUESTION 28

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.

Answer: BD

Explanation:

Reference

https://docs.oracle.com/cloud/august2017/fieldservicecs_gs/FACMU/CoreManage-8.htm#FACMUconcept_xgr_

NEW QUESTION 31

Identify three examples of how filters are utilized within Oracle Field Service Cloud.

- A. Define activity and/or resource assignment preferences within Routing Plans.
- B. Display only certain users within the Users screen.
- C. Restrict the number of activities that appear on resources' routes.
- D. Display only certain resources within the Daily view.
- E. Display only certain activities or resources within the List View.

Answer: ABE

Explanation:

https://docs.oracle.com/cloud/february2016/fieldservicecs_gs/FAADU/Administration.htm

NEW QUESTION 32

A client requires that an updated customer's signature and site photograph be captured for all 'reopened' activities. Which property and screen configuration step meets this requirement?

- A. Set the signature and site photograph properties to have 'blank' default values when the condition of 'astatus = reopen' is met.
- B. Ensure that the 'Clone property data on Reopen or Prewrite1 parameter is deselected for the signature and site photograph properties.
- C. Set a Regular Expression for the signature and site photograph properties with an assigned value of 'Updated'.
- D. Select the 'Clone property data on Reopen or Prewrite' parameter on the 'Reopen Activity' context and enter the appropriate properties in the 'Exceptions' list.

Answer: A

NEW QUESTION 33

A technician has been assigned a scheduled activity that he or she needs to perform later in the day. Their company has a policy that their technicians perform some advance testing as an administrative task prior to the activity. Which option would enable them to account for their time performing these tasks?

- A. selecting "Prewrite" from within the activity In OFSC Mobility
- B. adding a new "Prewrite" custom property to the "Edit/View activity" context in OFSC Mobility
- C. creating a "start-after" link template between the preliminary work and the scheduled work
- D. creating a "start-before" link template between the preliminary work and the scheduled work

Answer: B

Explanation:

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

NEW QUESTION 37

A customer wants to ensure that their OFSC users' passwords are unique and as secure as possible Which four options are available in OFSC for making passwords unique?

- A. Password must contain upper and lowercase letters.
- B. Password must contain special symbols.
- C. Password must differ from old password.
- D. Password must not contain more than X characters.
- E. Password must not contain personal details.
- F. Password must contain letters.

Answer: BCEF

Explanation:

https://docs.oracle.com/cloud/august2015/servicecs_gs/FAADU/FAADU.pdf

NEW QUESTION 42

A utility company sees several 'New Connect' activities being added to the routing bucket throughout the day. They want 'Meter Read' activities to potentially 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 routing plan and created a reoptimization filter targeting the 'Meter Read' activities. What additional settings are required in the routing plan to meet the desired behavior?

- A. Set the reoptimization goal to "Reduce Overdue". Then, using routing filters, set the cost of not assigning 'Meter Read activities in existing routes to 'High', and the cost of not assigning 'New Connect' activities in the routing bucket to 'Normal'.
- B. Set the reoptimization goal to 'Assign high priority activities'. Then, using routing filters, set the cost of not assigning 'Meter Read activities in existing routes to 'High', and the cost of not assigning 'New Connect' activities in the routing bucket to 'Low'.
- C. Set the reoptimization goal to 'Assign high priority activities'. Then, using routing filters, set the cost of not assigning 'Meter Read activities in existing routes to 'Low', and the cost of not assigning 'New Connect' activities in the routing bucket to 'High'.
- D. Set the reoptimization goal to 'Assign high priority activities'. Then, using routing filters, set the cost of not assigning 'Meter Read activities in existing routes to 'Highest', and the cost of not assigning 'New Connect' activities in the routing bucket to 'Normal'.

Answer: A

NEW QUESTION 46

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: BCE

NEW QUESTION 51

Your customer wants to update technician inventory using the Inbound API using the following:

```
<head>
<upload_type>full</upload_type>
<appointment>
  <keys>
    <field>appt_number</field>
    <field>customer_number</field>
  </keys>
</appointment>
<inventory>
  <keys>
    <field>invsn</field>
  </keys>
</inventory>
<processing_mode>inventory_only</processing_mode>
</head>
```

Given the <head> node of this request, which two statements are correct?

- A. Any existing inventory not listed in the body of the request will be deleted
- B. Required inventory can be specified
- C. Only serialized inventory will be updated.
- D. Customer inventory will be updated
- E. Only inventory in a technician's pool will be affected

Answer: AC

NEW QUESTION 56

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: ABE

NEW QUESTION 60

Which two statements are true regarding integrations between OFSC and DBaaS?

- A. Customers with a BICS instance can use DBaaS as a data source for data migration to extend the current BICS data limit.
- B. Integration supports the transfer of OFSC data directly into DBaaS either in bulk once per day or automatically in real-time.
- C. Integration enables automatic bulk import of DBaaS data directly into OFSC as part of the Daily Upload file.
- D. DBaaS integration enables OFSC to act as a system of record for activity data.

Answer: AB

NEW QUESTION 62

Your customer has received some complaints about certain resources, and that information has been recorded within their CRM system. They want to pass this information along when activities are booked and sent to OFSC, so that it can be used as a routing constraint for any of their customer-facing Activity Types. Which standard Activity Type features must be enabled to support this requirement?

- A. "Allow creation in buckets" and "Allow move between resources"
- B. "Allow to create from incoming interface" and "Support of preferred resources"
- C. "Allow to create from incoming interface" and "Allow move between resources"
- D. "Allow Mass Activities" and "Support of preferred resources"

Answer: A

NEW QUESTION 67

The "Activity has not been started X minutes after ETA" display warning is set to 10 minutes. An activity's ETA is 9:00, the current time is 9:20 and the activity has

not yet been started. Which warning will take place as a result of that configuration setting?

- A. The activity turns red and a Resource Tree warning appears.
- B. The activity turns red, a Resource Tree warning appears, and a message scenario is launched (if configured).
- C. The activity turns red
- D. A Resource Tree warning appears and a message scenario is launched (if configured).

Answer: D

NEW QUESTION 70

Your customer requires the option for supervisors to "supervise" Junior engineers as they are performing certain activities. For this functionality, you have created a new "Supervision" internal activity to manually link these activities so they start at the same time by different resources. Which option is a valid way to configure this?

- A. Create a new (related) Link Template with "Different Resources" Assignment Constraint.
- B. Create a new (simultaneous) Link Template with default values.
- C. Create a new (simultaneous) Link Template with "Different Resources" Assignment Constraint.
- D. Create a new (related) Link Template with default values.

Answer: A

Explanation:

Reference

https://docs.oracle.com/en/cloud/saas/field-service/18a/facmu/working-with-activities.html#_createActivityLin

NEW QUESTION 72

A customer has a requirement that as part of the process of a resource completing an activity, a report in .PDF format containing the activity completion details be generated automatically. How can this be correctly achieved?

- A. Configure the custom report within a Dashboard and retrieve it via the Core API at the time of activity completion.
- B. Develop a javascript plug-in to generate the .PDF report at the time of activity completion.
- C. Add the 'create_report' action to the 'End Activity' screen context and configure it to generate in .PDF format.
- D. Add the custom report to a Dashboard in OFSC, where it can be scheduled and downloaded.

Answer: A

NEW QUESTION 73

Which two statements are true regarding managing inventory within OFSC?

- A. A resource with eligible permissions can add inventory 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.

Answer: AC

Explanation:

Reference

<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_Inventorie

NEW QUESTION 78

Your customer has enabled "Calculate activity duration using statistics" with a "Default duration" of 48 minutes for a new Activity Type called TV Upgrade. Your customer has created a new TV Upgrade activity with a manually set 30-minute duration. Which statement is true regarding the estimated duration for this new TV Upgrade activity?

- A. The activity duration is set as 30 minutes when no learned statistics are available.
- B. The activity duration is set as 30 minutes.
- C. The activity duration is set as 30 minutes when learned statistics are available.
- D. The activity duration is set as 48 minutes.
- E. The activity duration is set as 48 minutes when no learned statistics are available.
- F. The activity duration is set as 48 minutes when learned statistics are available

Answer: D

NEW QUESTION 82

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.

Answer: C

Explanation:

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

NEW QUESTION 84

A customer is about to begin testing both REST and SOAP OFSC API calls during their implementation process and needs to set up an Application for API authentication.

Their intention is to only use the APIs for transferring data to and from their middleware system and not for use for any custom mobile application.

Identify the correct way to register that middleware Application within OFSC.

- A. Register the Application within the API Access tab of the authentication-oriented User Type.
- B. Register the Application, specifying the OFSC token service, and authenticate using JWT assertion.
- C. Register the Application and authenticate using the Client ID/Client Secret
- D. Register the Application, specifying an external token service and uploading the certificate.

Answer: A

NEW QUESTION 89

A customer supports a particular type of activity that requires a security clearance to gain access to the job site, and they only have a few resources that have clearances.

These activities don't happen all that often, and as such, they are not concerned with quota management for them. Instead, when an activity of this type needs to be booked, the customer will directly assign it to one of their qualified resources.

Which API request will provide this customer with the information they need to directly assign the activity to the right resource?

- A. GET 'resources' request
- B. 'activityBookingOptions' request
- C. 'bookingStatuses' request
- D. 'findMatchingResources' request

Answer: A

NEW QUESTION 92

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

Answer: D

NEW QUESTION 94

After reviewing the overall performance metrics of their workforce, a company identified that their technicians are frequently arriving at jobs late.

They want to use reoptimization to reduce the amount of lateness and improve their technicians' on-time arrival.

Which setting is required to do this?

- A. Enable Reoptimization within the routing plan, then select "Reduce overdue."
- B. Enable Reoptimization within the routing plan, then select "Assign overdue activities."
- C. Enable Reoptimization within the routing plan, then select "Reduce overtime "
- D. Enable Reoptimization within the routing plan, then select "Assign high priority activities."
- E. Enable Reoptimization within the routing plan, then select "Optimize routes."

Answer: B

Explanation:

Reference <https://docs.oracle.com/en/cloud/saas/field-service/18a/farcu/using-routing-cloud-service.pdf>

NEW QUESTION 98

Which option must you select when you are associating a preconfigured calendar to a resource that is made up of a combination of shifts and nonworking time?

- A. Add a shift to a resource's calendar.
- B. Add working time to a resource's calendar.
- C. Add a work schedule to a resource's calendar.
- D. Add a shift override to a resource's calendar.

Answer: C

Explanation:

https://docs.oracle.com/cloud/august2016/fieldservicecs_gs/FAADU/Administration-4.htm

NEW QUESTION 100

Your customer wants their field technicians to identify potential upsell opportunities for a premium service they offer by asking their customer whether they would be interested in receiving a free three-month trial.

The technician needs to capture and validate customer details to complete this three-month trial. Which three configurations meet this requirement?

- A. Create a File property with a Signature element for customers to complete if they are interested in receiving the trial.
- B. Create a String property with an Email element and use Formatting to ensure that only a valid email address can be entered if the customer would like to receive additional information.

- C. Create a String property with a Phone element and use a Regular Expression to ensure on
- D. properly formatted phone number can be entered if the customer would like to receive additional information
- E. Create an Enumeration property with two radio buttons, one for "Yes" and another for "No".
- F. Create an Integer property with two check boxes, one for "Yes" and another for "No".

Answer: ABD

NEW QUESTION 105

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.

Answer: D

NEW QUESTION 108

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