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QUESTION 1

Your customer noticed a message that sometimes appears when they are moving activities between resources. The message reads "Soft skill mismatch" and the customer wants it changed to read "Resource does not meet Preferable work skill level".

Which option fulfills that requirement?

- A. From the Glossary, update the wording for the "Soft skill mismatch" entry within the "Move Activity Result" category.
- B. From My Display, enable "Show Placeholder IDs", then turn the Glossary Editor on. When the original message appears when moving an activity, click the ID of the message and modify it to the new terminology.
- C. From the Glossary, update the wording for the "Soft skill mismatch" entry within the "Move Activity to Resource Alert" category.
- D. From the Glossary, update the wording for the "Soft skill mismatch" entry within the "Activity Warning" category.

Correct Answer: C

QUESTION 2

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.

Correct Answer: BCEF

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

QUESTION 3

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'.

Correct Answer: A

QUESTION 4

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 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

Correct Answer: AC

QUESTION 5

When creating a filter for use within the List/Time/Map/Daily screens in Oracle Field Service Cloud (OFSC), which option specifically enables a user interacting with the filter on those screens to enter a value of their choice?

A. Select the 'Dynamic' option when specifying the filter conditions.

B. Select the 'Is not empty' option when specifying the filter conditions.

C. Select the 'Contains' operator option when specifying the filter conditions.

D. Select the 'In' operator option when specifying the filter conditions.

Correct Answer: B

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