



# 1Z0-1003-22<sup>Q&As</sup>

Oracle Field Service 2022 Implementation Professional

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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

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### QUESTION 2

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

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### QUESTION 3

Which two statements are correct regarding the use of planned capacity management?

- A. Planned capacity can only be set if the capacity area is configured to manage booking based on time slot.



- B. Planned capacity can be set at the day level only for a given capacity area and it's organization units.
- C. Planned capacity can be automatically calculated by entering the preferred variance as compared to available capacity.
- D. Planned capacity can be entered either by resources or capacity (days, hours, minutes) depending on what is configured in the 'Working time unit' parameter.
- E. Planned capacity can be set at the day, capacity category and time slot levels for a given capacity area and it's organization units.

Correct Answer: AD

#### QUESTION 4

A customer wants to add or update multiple activities from a single API call from their middleware. Which two options are viable and support the requirement?

- A. Core REST API "activities" request
- B. Inbound SOAP API "update\_activity" command
- C. Core REST API "activities/custom-actions/bulkUpdate" request
- D. Inbound SOAP API "add\_activity" command

Correct Answer: AD

#### QUESTION 5

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

Correct Answer: CD

[https://docs.oracle.com/cloud/august2017/fieldservicecs\\_gs/FAADU/Administration-6.htm#FAADUID0000041b](https://docs.oracle.com/cloud/august2017/fieldservicecs_gs/FAADU/Administration-6.htm#FAADUID0000041b)

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