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QUESTION 1

Which statement is correct regarding Time Slots in Oracle Field Service Cloud (OFSC)?

- A. A Time Slot is a configured interval Within which an activity is estimated to start and end.
- B. Time Slot is a configured interval within which an activity is estimated to start.
- C. An 'all-day' Time Slot's actual window spans from the beginning of a day's first configured shift through the end of the last shift.
- D. Time Slots are used in OFSC for calculations/estimations pertaining to activity types, routing, capacity categories and resource shifts.

Correct Answer: B

QUESTION 2

Which two statements are true regarding OIC-OFSC integration?

- A. The OIC platform can only use SOAP-based adapters for OFSC integration; REST- based adapters will not function for the product combination.
- B. Each external system will still require custom code to integrate with OFSC, but OIC will provide a structural framework for the OFSC Inbound and Outbound APIs.
- C. Field mapping and process flows between OFSC and external systems can be accomplished through OIC's GUI.
- D. The OIC platform can only use REST-based adapters for OFSC integration; SOAP- based adapters will not function for the product combination.
- E. Using OIC to integrate OFSC with a customer's systems removes the need to develop custom middleware to integrate each system.

Correct Answer: CE

QUESTION 3

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 'status = 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.

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

A customer is currently closing booking automatically by capacity category within all of their Capacity Areas, but they also want to be able to close booking per work zone because some of their work zones require additional work preparations.

Which step is required to enable this functionality?

- A. On the Business Rules screen, enable 'Allow closing of booking on work zone level'.



B. If 'Work Zone support' is enabled on the Business Rules screen, there are no additional steps required to enable closure of booking per work zone.

C. On the Quota Configuration screen for each Capacity Area, enable the 'Allow closing of booking on work zone level' feature.

D. On the Resources screen for each Capacity Area, enable the 'Allow closing of booking on work zone level' feature.

Correct Answer: A

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