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QUESTION 1

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.

Correct Answer: ABE

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

QUESTION 2

Which two settings must be configured to ensure that an alert will display in the Dispatch Console when a resource does NOT activate their route on time?

A. Configure a message associated with the "Route is not activated" launch condition within a Message Scenario.

B. Create a resource filter that has an "Activated contains Activated" condition for use in theList/Time/ Map/Daily views.

C. Configure the "Route has not been started XX minutes after the start time of resource work day" alert setting from the Display screen.

D. Select the "Enable \\'Not activated in time\\' alert and trigger" within the appropriate Resource Types configuration screen.

Correct Answer: CD

QUESTION 3

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.

Correct Answer: AE

QUESTION 4

Which two default attributes serve as stand-alone keys for work zones?

A. Service Code

B. Completion Code

C. Fault code

D. Zip code

E. Travel area

F. City

Correct Answer: DE

QUESTION 5

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 tostart 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 areused in OFSC for calculations/estimations pertaining to activity types, routing, capacity categories and resource shifts.

Correct Answer: B

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