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QUESTION 1

Your customer wants to integrate OFSC with Oracle Knowledge Advanced Cloud.

What are the two main steps that must be taken as part of the integration process to allow Oracle Knowledge Advanced Cloud content to be accessed from the OFSC application?

- A. The administrator or web developer must configure the Service Portal to display the Oracle Knowledge Advanced features.
- B. The administrator must configure the Oracle Knowledge access settings in OFSC.
- C. The administrator or web developer must configure the Oracle Service Cloud Customer Portal to use the appropriate pages and widgets for displaying Oracle Knowledge Advanced features in the OFSC user interface.
- D. Field personnel must be assigned Service Cloud access via the Service Portal interface.
- E. The administrator or web developer must configure an OIC platform instance to bridge the Oracle Service Cloud and OFSC instances.

Correct Answer: BC

QUESTION 2

A customer has the following Outbound Integration Channel requirements for data associated with the Activity Fields entity;

For the Daily Extract channel, include the fields Activity ID, Activity Date, Activity Status, Customer Name, and the Activity Resolution Reason Code custom property.

For the BICS channel, include the same fields, but the columns associated with the Activity ID and Activity Status fields should be Appointment ID and Appointment Status respectively.

For the DBaaS channel, include the fields and naming conventions listed for the BICS channel, but also add the fields Resource ID and Route ID.

Which approach must be taken to accomplish these goals?

- A. Create one Outbound Integration Channel for the Daily Extract and BICS, and a second, separate one for the DBaaS channel.
- B. Explain to the customer that it cannot be done; the fields for each entity must be consistent across the different channels.
- C. Create separate Outbound Integration Channels for each, specifying the different field and naming convention requirements.
- D. Create a Single Outbound Integration Channel to be shared between all three; change the column names and add the additional fields for each integration as appropriate



Correct Answer: C

QUESTION 3

Which option enables a user to enter a value of their choice when creating a filter for use within the OFSC management views?

- A. Ensure that the assigned User Type has read/write access to the Filters configuration screen.
- B. Ensure that the filter is listed in the Restrictions and Filters section of the assigned User Type.
- C. Select the "Dynamic" option when specifying the filter conditions.
- D. Deselect the "Dynamic" option when specifying the filter conditions.

Correct Answer: B

QUESTION 4

When assigning work zones to field resources, each zone assignment can be either 'regular' or 'temporary' (override).

Which statement is accurate regarding how those types of work zone assignments interact?

- A. If a 'temporary' zone is assigned to a resource, then during its configured date range, the resource will only be able to work in that zone, regardless of any other 'regular' assigned work zones.
- B. If a 'regular' zone is assigned to a resource, then during its configured date range, the resource will only be able to work within that zone, regardless of any other 'temporary' assigned work zones.
- C. If a 'temporary' zone is assigned to a resource, then during its configured date range, the resource will be able to work within that zone as well as within any other 'regular' assigned work zones.
- D. If a 'regular' zone is assigned to a resource, then during its configured date range, the resource will be able to work within that zone as well as within any other 'temporary' assigned work zones.

Correct Answer: A

QUESTION 5

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

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