



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

Oracle Field Service 2022 Implementation Professional

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### QUESTION 1

Your company has three different levels of 'VIP' customers - Gold, Silver, and Bronze.

There is a read-only 'VIP Level' property where one of these options will appear on the 'Edit/View Activity' form of every applicable activity.

Any Gold VIP customers should be offered a free three-month streaming VoD service trial as a token of appreciation.

If they accept, a record of that must be maintained. A 'VoD Service Trial' Integer check box property has been created.

What must you do in order to ensure that the checkbox is visible on the Edit/View Activity form only for Gold VIP members?

- A. Create a filter to only show the 'VoD Service Trial' property if 'Gold' appears on the Edit/View Activity form.
- B. Use a regular expression to limit valid entries for the 'VoD Service Trial' property to 'Gold' only.
- C. Add the VoD Service Trial property with a default value of 'Gold' to the Edit/View Activity form.
- D. Add the 'VoD Service Trial' property with a conditional visibility to the Edit/View Activity form.

Correct Answer: B

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### QUESTION 2

A customer has found that there are some instances where their technicians have recorded either exceptionally short (for example, "one-minute-wonders") or long (for example, they forgot to set the status to "complete") activity durations.

Given the importance of accurate data in a time-based self-learning system, which two constraints are in place and can be modified to ensure that outlier circumstances such as these do not affect future activity duration estimations?

- A. "Minimum relevant duration time in minutes" and "Maximum relevant duration time in minutes"
- B. "Personalize the estimation of activity duration" and "Initial ratio of activity duration"
- C. "Lower limit for personal ratio to calculate duration" and "Upper limit for personal ratio to calculate duration"
- D. "Minimum relevant travel time in minutes" and "Maximum relevant travel time in minutes"

Correct Answer: AB

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### QUESTION 3

Your customer's technicians need to be able to send a notification to a 3rd-party system that a particular step has been taken while working on an activity.

You need to create an action link that can be used by the technician to initiate this notification. This message will use the launch condition "Service request is created".



What base action must you specify?

- A. `\\send_request\\`
- B. `\\change_activity\\`
- C. `\\create_request\\`
- D. `\\create_activity\\`

Correct Answer: C

#### QUESTION 4

A customer wants to create a message scenario that, when launched, sends an email to the address of the immediate parent of the resource the activity is assigned to within the Oracle Field Service Cloud (OFSC) organizational hierarchy.

Which describes the correct message scenario configuration to support this requirement?

- A. In the Step Info section of the message scenario, select Recipient: `\\Resource\\`, Delivery Channel: `\\Email1`.
- B. In the Step Info section of the message scenario, select Recipient: `\\Customer\\`, Delivery Channel: `\\Email\\`.
- C. In the Step Info section of the message scenario, select Recipient: `\\Dispatcher\\`, Delivery Channel `\\Email\\`.
- D. In the Step Info section of the message scenario, select Recipient: `\\Use static address\\`, Delivery Channel: `\\Email\\`; In the Message Pattern section, enter the resource's email address property label.

Correct Answer: A

#### QUESTION 5

A company needs their mobile workers to be able to see which unassigned activities are located within a specific radius of their own location so that they can potentially assign and perform those jobs if they happen to have time along their routes.

Which option addresses that configuration requirement?

- A. Add the `\\Nearby Activities1` action to the Activity List context for the mobile workers\\ User Type and set the specific radius via the `\\Nearby Radius\\` parameter on the Business Rules screen.
- B. Add the `\\Nearby Activities\\` action to the Activity List context for the mobile workers\\ User Type and set the specific radius via the `\\Nearby Radius\\` parameter on the Display screen.
- C. Enable the `\\Nearby Activities\\` screen within the Main Menu context for the mobile workers\\ User Type and set the specific radius via the `\\Nearby Radius\\` parameter on the Business Rules screen.
- D. Enable the `\\Nearby Activities\\` screen within the Main Menu context for the mobile workers\\ User Type and set the specific radius via the `\\Nearby Radius\\` parameter on the Display screen.

Correct Answer: D



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