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QUESTION 1

A dispatcher notices that there are a lot of yellow dots within the resource trace route on the map of their technicians.

Upon investigation, they find out that their technicians occasionally have to stop for about five minutes to verify the equipment in their truck enroute to a customer site. It is determined that this is acceptable behavior and should not be flagged on the resource trace.

Which configuration setting will ensure that these 5-minute stops along the route do not result in yellow dots displaying on the Map view?

- A. Set the '\\Departure/Parking time = 15 minutes\\' on the Statistics configuration screen.
- B. Deselect '\\Use durations reported to enhance company-wide estimations\\' setting on the ResourceType configuration screen.
- C. Set '\\Resource is considered idle if remains at the same location for more than 15 minutes and does not have started activity\\' on the Business Rules configuration screen.
- D. Set '\\Resource is considered to be at the activity location if the distance to it is less than 100 meters\\' on the Business Rules configuration screen.

Correct Answer: C

QUESTION 2

Which option must you select when you are associating a preconfigured calendar to a resource that is made up of a combination of shifts and nonworking time?

- A. Add a shift to a resource\\'s calendar.
- B. Add working time to a resource\\'s calendar.
- C. Add a work schedule to a resource\\'s calendar.
- D. Add a shift override to a resource\\'s calendar.

Correct Answer: C

https://docs.oracle.com/cloud/august2016/fieldservicecs_gs/FAADU/Administration-4.htm

QUESTION 3

What is the significance of the order of the activity filters within the Filters sections of the routing plan?

- A. The higher in the list, the higher the priority routing considers activities matching that filter\\'s criteria.
- B. The filters are ordered such that the first filter applies to activities in existing routes, the second filter applies to non-scheduled activities, and the third to scheduled activities in the bucket.
- C. The lower in the list, the higher the priority routing considers activities matching that filter\\'s criteria.



D. The routing logic reviews the filters from top to bottom to determine which filter, and its associated costing parameters, should be applied when assigning the activity. Routing uses the first matching filter and ignores the rest.

Correct Answer: A

https://docs.oracle.com/cloud/august2017/fieldservicecs_gs/FARCU/Routing-4.htm

QUESTION 4

A customer has chosen to override learned activity durations for a period of time, after which they will revert back; to having Oracle Field Service Cloud (OFSC) provide duration estimations based on learned behavior.

Which statement is accurate regarding how the statistics override option works?

- A. Activity duration overrides can only be started or stopped manually within the OFSC Core Application.
- B. Even though an activity duration override is in effect, OFSC still compiles statistically learned values from reported field activities.
- C. OFSC will begin updating statistically learned values from reported field activities once the override has stopped.
- D. An activity duration override can be applied for a type of activity even if a given resource has not yet completed an activity of that type.

Correct Answer: A

QUESTION 5

Your customer offers a "triple play" service where an installation requires three work skills: "Cable", "Internet", and "Phone".

To accommodate this service, a work skill group has been set up called "Triple Play", and it includes each of those three skills with levels of 100. This work skill group is assigned to all technicians, and it is also associated with a "Triple Play" capacity category.

One of the technicians named Billy Bishop also has the "Cable" work skill individually assigned with a level of 50.

Which two statements are true effect this configuration has on activity assignments and capacity management?

- A. An activity with a single work skill "Cable", with a "Required" level of 100, will not be automatically assigned to Billy Bishop.
- B. An activity with a single work skill "Cable", with a "Required" level of 100, will not consume capacity from the "Triple Play" capacity category.
- C. An activity with a single work skill "Cable", with a "Required" level of 100, can be automatically assigned to Billy Bishop.
- D. An activity with a single work skill "Cable", with a "Required" level of 100, will consume capacity, from the "Triple Play" capacity category.

Correct Answer: BC



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