



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

Oracle Field Service 2022 Implementation Professional

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### QUESTION 1

Which two statements are correct regarding the characteristics of an SLA window?

- A. An SLA window indicates when an activity should be completed.
- B. An SLA window indicates how long an activity should take to complete.
- C. An SLA window indicates that there is enough time available within it to perform an activity.
- D. An SLA window indicates when an activity should start.

Correct Answer: AD

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### QUESTION 2

Acustomer is using the following within the "get\_capacity" request of the SOAP Capacity API.

2017-05-10

2017-05-15

general

Given the body of the request, which statement is true regarding the dates that will be returned in the response?

- A. The customer will obtain results for dates May 10th and May 15th.
- B. The customer will obtain results for dates between May 10th and May 15th, both inclusive.
- C. Only if there is quota available, the customer will obtain results for dates between May 10th and May 15th.
- D. The customer will obtain results for dates between May 10th and May 15th, excluding May 15th.

Correct Answer: A

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### QUESTION 3

A Company has a policy that "Gas Leak" and "Repair" Activity Types must be scheduled immediately to the nearest field resource.

In addition, the company needs to ensure that the system routes gas leaks with a higher priority than repairs.

What configuration must be used to support this requirement?

- A. Set the Activity Priority in the Business Rules screen to Property = Activity Type, Urgent = Gas Leak, Repair. Set the route plan run schedule = immediately.
- B. Set the Activity Priority in the Business Rules screen to Property = Activity Type, Urgent = Repair, Gas Leak. Set the route plan run schedule = immediately.



- C. Set a message step that updates the Resource ID property on the activity with the ID of the closest resource to the job when the activity is added to the bucket.
- D. Create a route plan with the cost of not assigning set higher for "Gas Leak" than "Repair" and set the run schedule to Run Routing = Recurrent and Interval = 1 min.

Correct Answer: A

#### QUESTION 4

What happens when you enable the assignment parameter "Limit work by points"?

- A. If resources have shifts assigned to them with point values, routing will not assign activities whose cumulative point total exceeds the shift point value.
- B. Routing will use each activity's unique point value to prioritize assignment of higher point activities over lower point activities.
- C. Routing will not assign a given activity if that activity's point value exceeds the resource's maximum personal point limit.
- D. If a resource has a point value configured on their Resource Information screen, routing will limit assignment of additional activities if the cumulative point total exceeds the resource's point limit

Correct Answer: D

[https://docs.oracle.com/cd/E62445\\_01/4.5\\_SmartRouting\\_User\\_Guide.pdf](https://docs.oracle.com/cd/E62445_01/4.5_SmartRouting_User_Guide.pdf)

#### QUESTION 5

Your customer wants their field technicians to identify potential upsell opportunities for a premium service they offer by asking their customer whether they would be interested in receiving a free three-month trial.

The technician needs to capture and validate customer details to complete this three-month trial. Which three configurations meet this requirement?

- A. Create a File property with a Signature element for customers to complete if they are interested in receiving the trial.
- B. Create a String property with an Email element and use Formatting to ensure that only a valid email address can be entered if the customer would like to receive additional information.
- C. Create a String property with a Phone element and use a Regular Expression to ensure only properly formatted phone number can be entered if the customer would like to receive additional information
- D. Create an Enumeration property with two radio buttons, one for "Yes" and another for "No".
- E. Create an Integer property with two check boxes, one for "Yes" and another for "No".

Correct Answer: ABD



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