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QUESTION 1

A utility company sees several "New Connect" activities being dropped into the routing bucket during the day.

They want "Meter Read" activities to be removed from the technician's route so that the "New Connect" activities can be assigned if the technician qualifies for the activity

They enabled reoptimization in their route plan and created a reoptimization filter targeting the "Meter Read" activities.

What additional settings are required in the route plan to meet the desired behavior?

A. Set the reoptimization goal to "Assign high priority activities". Then set cost of not assigning an activity for "Meter Read" on activities in existing routes to "High", whereas cost of not assigning an activity for "New Connect" in activities in the routing bucket to "Low".

B. Set the reoptimization goal to "Reduce Overdue". Then set cost of not assigning an activity for "Meter Read" on activities in existing routes to "High", whereas cost of not assigning an activity for "New Connect" in activities in the routing bucket to "Normal".

C. Set the reoptimization goal to "Assign high priority activities". Then set cost of not assigning an act or "Meter Read" on activities in existing routes to "Low", whereas cost of not assigning an activity for "New Connect" in activities in the routing bucket to "High".

D. Set the reoptimization goal to "Assign high priority activities". Then set cost of not assigning an activity for "Meter Read" on activities in existing routes to "Highest", whereas cost of not assigning an / for "New Connect" in activities in the routing bucket to "Normal".

Correct Answer: D

QUESTION 2

A customer has a requirement that as part of the process of a resource completing an activity, a report in .PDF format containing the activity completion details be generated automatically.

How can this be correctly achieved?

A. Configure the custom report within a Dashboard and retrieve it via the Core API at the time of activity completion.

B. Develop a javascript plug-in to generate the .PDF report at the time of activity completion.

C. Add the 'create_report' action to the 'End Activity' screen context and configure it to generate in .PDF format.

D. Add the custom report to a Dashboard in OFSC, where it can be scheduled and downloaded.

Correct Answer: A

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

While most field resources for a particular company should see the countdown that displays the estimated time remaining for an activity in Oracle Field Service Cloud (OFSC), their `\\contractor resources\\` that only perform periodic work should NOT see it.

Which configuration supports the requirement to hide the countdown timer for those `\\contractor resources\\` that do NOT need to see it when they are working on their assigned activities?

- A. Assign the `\\contractor resources\\` to a Resource Type where the `\\Display the remaining activity time\\` feature is disabled.
- B. Assign the `\\contractor resources\\` to a User Type where the `\\Display the remaining activity time\\` feature is disabled.
- C. Set the visibility condition for the Activity Timer context to `\\show*` for the User Types that need it, but exclude the ones assigned to the `\\contractor resources\\`.
- D. Set the visibility condition for the Activity Timer context to `\\hidden\\` for the `\\contractor resources\\` assigned User Type.

Correct Answer: A

QUESTION 5

A company has lunch activities that fall within an 11:15 AM to 12:45 PM time slot.

They also often have late morning jobs that are 2-hours long in duration and are scheduled around 11 AM. They do not want the scheduled lunch activities to block these late morning jobs from being routed.

What setting in the route plan is required to meet this requirement?

- A. Create a "Lunch" activity filter for activities in existing routes and set the "Assigning activities which are about to be late" to "Do not assign activities if mobile resource is unlikely to arrive 120 > minutes before end of time slot".
- B. Create a "Lunch" activity filter for activities in existing routes and set the "Assigning activities which are about to be late" to "Do not assign overdue activities and leave them in the bucket"



C. Create a "Lunch" activity filter for activities in the routing bucket that should be assigned and set the "Assigning activities which are about to be late" to "Do not assign overdue activities and leave them in the bucket".

D. Create a "Lunch" activity filter for activities in existing routes and set the "Assigning activities which are about to be late" to "Do not assign activities with more than 120 minutes overdue"

Correct Answer: C

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