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QUESTION 1

After reviewing the overall performance metrics of their workforce, a company identified that their technicians are frequently arriving at jobs late.

They want to use reoptimization to reduce the amount of lateness and improve their technicians\' on-time arrival.

Which setting is required to do this?

A. Enable Reoptimization within the routing plan, then select "Reduce overdue."

B. Enable Reoptimization within the routing plan, then select "Assign overdue activities."

C. Enable Reoptimization within the routing plan, then select "Reduce overtime "

D. Enable Reoptimization within the routing plan, then select "Assign high priority activities."

E. Enable Reoptimization within the routing plan, then select "Optimize routes."

Correct Answer: B

https://docs.oracle.com/en/cloud/saas/field- service/18a/farcu/using-routing-cloud-service.pdf

QUESTION 2

Which two statements are true regarding filter functionality within OFSC?

A. Filters can be created where only certain User Types can see and interact with them.

B. Filters can be used in conjunction with activities, resources, and inventory.

C. If an activity filterhas two conditions, then an activity must meet at least one of the conditions in order to be filtered.

D. After a filter has been created and saved, you cannot change the entity to which it is associated.

Correct Answer: AC

https://docs.oracle.com/cloud/august2015/servicecs_gs/FARCU/FARCU.pdf

QUESTION 3

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 tomeet 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

QUESTION 4

You want to create a new Activity Type.

Which threefeatures are disabled when you select "Multi-day activity"?

A. enable "not started" trigger

B. enable "day before trigger"

C. support of preferred resources

D. support of time slots

E. calculate activity duration using statistics

F. support of links

Correct Answer: ABF

https://docs.oracle.com/cloud/august2015/servicecs_gs/FAMDA/FAMDA.pdf

QUESTION 5

Your customer wants their technicians to see the same activity data in their Service within their Activity List

in OFSC Mobility.

Which configuration supports this requirement?

A. Add the "Activity" property to the Request Grid context in Mobility.

B. Add the appropriate activity properties to the Request Grid context in Mobility.

C. Add the "Activity" property to the "Identify service request by" identifier context.

D. Add the appropriate activityproperties to the "Identify service request by" identifier context.

Correct Answer: A