



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

Oracle Field Service Cloud 2019 Implementation Essentials

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### QUESTION 1

Your customer identified that their current capacity indicators for major and critical capacity levels need to be modified. Which step must you take to solve this issue?

- A. Go to Configuration > Business Rules and modify the Capacity intervals.
- B. Go to Configuration and add a new Capacity Category.
- C. Go to Configuration > Capacity Categories and add or edit time slots.
- D. Go to Configuration > Display and modify the "Quota Settings".

Correct Answer: D

<https://docs.oracle.com/en/cloud/saas/field-service/18c/faadu/configuring-oracle-field-service-cloud.html#work-skill-groups>

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### QUESTION 2

A company has a policy that all their technicians will start their working day at their first job and end their day at the office depot. What should you set in the system to capture this requirement?

- A. Resource start location = home, Resource end location = office depot, resource type features = working time includes travel from last activity is checked, working time includes travel to first activity is left unchecked.
- B. Resource start location = office depot, Resource end location = home, resource type features = working time includes travel from last activity is checked, working time includes travel to first activity is left unchecked.
- C. Resource start location = home, Resource end location = office depot, resource type features = working time includes travel from last activity is left unchecked, working time includes travel to first activity is checked.
- D. Resource start location = home, Resource end location = home, resource type features = working time includes travel from last activity is checked, working time includes travel to first act left unchecked.

Correct Answer: A

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### QUESTION 3

You configured an "early morning" time slot between 06:00 and 09:00 for the "Installation" Activity

An installation activity with no SLA is assigned to a resource for tomorrow. Which two statements are correct regarding how activities in Jeopardy will be displayed for this configuration?

- A. A jeopardy warning will be displayed on Time/List/Map Views only.
  - B. A jeopardy warning will be displayed if this activity has not finished between 06:00 and 09:00 tomorrow.
  - C. A jeopardy warning will be displayed on the Resource Tree only
  - D. A jeopardy warning will be displayed if this activity has not started and finished between 06:00 and 09:00 tomorrow.
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- E. A jeopardy warning will be displayed if this activity has not started between 06:00 and 09:00 tomorrow.
- F. A jeopardy warning will be displayed on the Resource Tree and Time/List/Map Views.

Correct Answer: CF

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#### QUESTION 4

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

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#### QUESTION 5

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

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