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Vendor:Oracle

Exam Code:1Z0-1003

Exam Name:Oracle Field Service Cloud 2019
Implementation Essentials

Version:Demo

QUESTION 1

A customer has the following Outbound Integration Channel requirements for data associated with the Activity Fields entity;

For the Daily Extract channel, include the fields Activity ID, Activity Date, Activity Status, Customer Name, and the Activity Resolution Reason Code custom property.

For the BICS channel, include the same fields, but the columns associated with the Activity ID and Activity Status fields should be Appointment ID and Appointment Status respectively.

For the DBaaS channel, include the fields and naming conventions listed for the BICS channel, but also add the fields Resource ID and Route ID.

Which approach must be taken to accomplish these goals?

- A. Create one Outbound Integration Channel for the Daily Extract and BICS, and a second, separate one for the DBaaS channel.
- B. Explain to the customer that it cannot be done; the fields for each entity must be consistent across the different channels.
- C. Create separate Outbound Integration Channels for each, specifying the different field and naming convention requirements.
- D. Create a Single Outbound Integration Channel to be shared between all three; change the column names and add the additional fields for each integration as appropriate

Correct Answer: C

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 filter has 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

Your customer has a group of technicians who are working in the following rotating shifts:

Two consecutive weeks: Monday through Friday from 8 AM to 5 PM Next two consecutive weeks: Monday through Friday from 9 AM to 6 PM and also Saturday from 11 AM to 1 PM During the Monday through Friday shifts, lunch is every day at 1 PM.

Which configuration supports this rotating shift requirement?

- A. Create one work schedule with three shifts. Two of those shifts must include a repeating activity for lunch.
- B. Create a work schedule with three shifts. Each shift must include a repeating activity for lunch.
- C. Create one shift with two "working time" calendars and include a repeating activity for lunch.
- D. Create one shift with two work schedules. Each work schedule must include a repeating act for lunch.
- E. Create a work schedule with two shifts. Each of those shifts must include a repeating activity for lunch.

Correct Answer: E

QUESTION 4

A company needs their field workers to be able to install inventory once an activity is in '\Started\' status. Which screen configuration option supports this requirement?

- A. Enable the '\Install\' action within the Start Activity context.
- B. Enable the '\Install\' action within the Edit/View Activity context.
- C. Enable the '\Install\' action within the Add/Details Inventory context.
- D. Enable the '\Install\' action within the Inventory Grid context.

Correct Answer: C

QUESTION 5

Your customer has technicians in the field and at times they need to move an activity to another technician using Collaboration.

How do you enable this functionality for your customer?

- A. Enable the '\Allow activity move via chat" for the "Technician" User Type.
- B. Enable the "Allow activity move from non-scheduled pool to scheduled one" for the "Technician" User Type.
- C. Enable the "Allow activity reschedule / move to non-scheduled pool" for the "Technician" User Type.
- D. Enable the "Allow inventory move via chat" for the "Technician" User Type.

Correct Answer: C

[https://docs.oracle.com/cloud/august2015/servicecs_gs/FAUTY/FAUTY.pdf\(19\)](https://docs.oracle.com/cloud/august2015/servicecs_gs/FAUTY/FAUTY.pdf(19))

QUESTION 6

A resource is assigned a work skill group that contains 'skill A' with a 90% skill level. The same 'skill A' is also assigned to them directly with a level of 100%.

How will routing consider that resource's level for 'skill A' for activity assignment decisions?

- A. The work skill group assignment takes precedence, so routing will consider the resource to have a level of 90% for 'skill A'.
- B. OFSC will prevent such a situation by presenting an error when the same skill is assigned with conflicting levels.
- C. The individual skill assignment takes precedence, so routing will consider the resource to have a level of 100% for 'skill A'.
- D. Routing will consider the resource's level to be an average of the level from the group and the individually assigned 'skill A' (95%).

Correct Answer: C

QUESTION 7

Your customer has received some complaints about certain resources, and that information has been recorded within their CRM system.

They want to pass this information along when activities are booked and sent to OFSC, so that it can be used as a routing constraint for any of their customer-facing Activity Types.

Which standard Activity Type features must be enabled to support this requirement?

- A. "Allow creation in buckets" and "Allow move between resources"
- B. "Allow to create from incoming interface" and "Support of preferred resources"
- C. "Allow to create from incoming interface" and "Allow move between resources"
- D. "Allow Mass Activities" and "Support of preferred resources"

Correct Answer: A

QUESTION 8

Your customer is using SLAs for some Activity Types. The parameter is empty when sending those activities to OFSC via API. Which statement is true?

- A. OFSC will set the start date depending on the Customer contract rules set within OFSC.
- B. OFSC will not create the activity, and an error will be returned in the API response.
- C. OFSC always uses the Activity Creation Date as the SLA start date.

- D. OFSC will use the Activity Creation Date as the SLA start.
- E. OFSC will use available capacity to determine the most suitable start date.

Correct Answer: D

QUESTION 9

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

QUESTION 10

Which statement is correct regarding Time Slots in Oracle Field Service Cloud (OFSC)?

- A. A Time Slot is a configured interval Within which an activity is estimated to start and end.
- B. Time Slot is a configured interval within which an activity is estimated to start.
- C. An "all-day" Time Slot's actual window spans from the beginning of a day's first configured shift through the end of the last shift.
- D. Time Slots are used in OFSC for calculations/estimations pertaining to activity types, routing, capacity categories and resource shifts.

Correct Answer: B

QUESTION 11

A customer wants to ensure that their OFSC users' passwords are unique and as secure as possible Which four options are available in OFSC for making passwords unique?

- A. Password must contain upper and lowercase letters.
- B. Password must contain special symbols.

- C. Password must differ from old password.
- D. Password must not contain more than X characters.
- E. Password must not contain personal details.
- F. Password must contain letters.

Correct Answer: BCEF

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

QUESTION 12

A company very occasionally outsources some ad-hoc jobs to workers that are not employed directly by that company, and as such have created a new Resource Type in OFSC with the 'Resource is a contingent worker' feature enabled. Which three of the following are correct regarding how those contingent workers will be handled by OFSC?

- A. Routing may assign activities to them, but contingent workers will not be included in quota calculations.
- B. Contingent workers cannot participate in Teamwork within OFSC.
- C. Contingent workers' reported activity durations are not factored into company-wide statistics and estimations.
- D. Contingent workers will be included in quota calculations, but routing will not assign activities to them.
- E. Contingent workers will be removed from the OFSC system if they have not activated a route in twelve continuous months.

Correct Answer: ABC