

Oracle

Exam Questions 1z0-1003-20

Oracle Field Service Cloud Service 2020 Implementation Essentials



NEW QUESTION 1

An Oracle Field Service Cloud (OFSC) Enterprise customer has decided to provide their technicians with access to a map layer showing real-time traffic updates. The User Type for those technicians has been updated with the 'Use real-time traffic data' feature enabled, and all activities will have resolved coordinates provided when they are created.

Which two statements are correct regarding what those technicians will experience when signed into the OFSC Core Application with that feature enabled?

- A. Upon route activation, only the travel duration to their first activity will be updated with real-time traffic data.
- B. When the technician completes an activity, the travel durations to the rest of the activities along their route will be updated with real-time traffic data.
- C. When the technician completes an activity, only the travel duration to their next activity will be updated with real-time traffic data.
- D. Upon route activation, the travel durations to all of the activities along their route will be updated with real-time traffic data.

Answer: AB

NEW QUESTION 2

Which statement is correct regarding Time Slots?

- A. is a configured interval that defines when an activity has to be started
- B. is an interval that defines when an activity has to be started; automatically assigned by the OFSC Routing Engine
- C. is the time window promised to the customer within which an activity must be finished; automatically assigned by the OFSC Routing Engine
- D. is the time window promised to the customer within which an activity must be finished automatically assigned by the OFSC Routing Engine

Answer: D

Explanation:

Reference https://docs.oracle.com/cloud/august2015/servicecs_gs/FAAUG/FAAUG.pdf (46)

NEW QUESTION 3

Your customer is currently closing booking automatically for their Capacity Categories but they want to be able to close booking per work zone because some of their work zones require additional work preparations.

Which step is required to enable this functionality?

- A. If "Work Zone support" is enabled on Business Rules, there are no additional steps required to enable closure of booking per work zone.
- B. Under Business Rules, enable "Allow closing booking on work zone level".
- C. Under Quota > View > Configuration, enable "Allow closing booking on work zone level" for every capacity-enabled bucket.
- D. Under Resource & Bucket Info, enable "Allow closing booking on work zone level" for every capacity-enabled bucket.

Answer: C

Explanation:

Reference

https://docs.oracle.com/en/cloud/saas/field-service/18c/faccu/configuring-capacity.html#_configure_quota_opti

NEW QUESTION 4

What functionality does 'Automatic Ordering' enable when checked within the routing plan's Assignment Parameters?

- A. When the routing plan runs, all of the activities assigned by routing will be ordered by their priority.
- B. When the routing plan runs, ordered activities will be considered for assignment and not-ordered activities will remain in the bucket.
- C. When the routing plan runs, it will assign and order not-ordered activities from the bucket and order not-ordered activities previously assigned to resources.
- D. When the routing plan runs, it will assign non-scheduled activities among other activities scheduled for that day.

Answer: D

NEW QUESTION 5

A company has a policy that even if they route a full day's work to a technician, they would only like to reveal the next two activities on the technician's route on their mobile device.

How do you use filters to satisfy this requirement?

- A. Create an activity filter with "Activity Scheduled in 1,2" and set the filter in the Restriction and Filters tab for the User Type of the technician.
- B. Create an activity filter with "Activity location < 2" and set the filter in the Restriction and Filters tab for the User Type of the technician.
- C. Create an activity filter with "Pending Activity Order in 1,2" and set the filter in the Restriction and Filters tab for the User Type of the technician.
- D. Create an activity filter with "Position in route < 2" and set the filter in the Restriction and Filters tab for the User Type of the technician.

Answer: A

NEW QUESTION 6

You are creating a new String property for field technicians to capture a customer's email address and want to be sure that any entries are in a valid format. Which step is required to force a valid email address?

- A. Add a property hint that explains the proper format.
- B. Choose "Email" from the GUI drop-down list.
- C. Enter an appropriate regular expression to validate entries.
- D. Enter the appropriate XSL transformation code to force valid entries.

Answer: B

Explanation:

Reference https://docs.oracle.com/cloud/august2017/fieldservicecs_gs/FAADU/Administration.htm

NEW QUESTION 7

A new Activity Type Group called 'Low Priority Work1 has been created in Oracle Field Service Cloud (OFSC) and a number of Activity Types from the 'Customer' group have been moved into this new group.

You have been tasked to change the Time Slot for these Activity Types to 'All-Day' because they are low priority.

How do you configure this via the Activity Types screen?

- A. Modify the 'Low Priority Work' group and set the Time Slot to 'All-Day'.
- B. Select the first Activity Type within the group, click 'Modify' and set Time Slot to 'All-Day'. Then use the 'Clone' function to update the remaining Activity Types.
- C. For every Activity Type you need to modify, click the 'Modify' action and select the 'All-Day' Time Slot for them.
- D. Select the Activity Types within the group, and then click Time Slot and choose 'All-Day'.

Answer: D

NEW QUESTION 8

Your customer has enabled the setting 'Personalize the estimation of activity duration' for a given Resource Type.

What is the consequence of this setting for resources of that type?

- A. It ensures that all new resources of this type will have the same duration ratios based on the company-level duration estimations.
- B. It ensures that the same activity durations for resources of this type will be applied to all Activity Types.
- C. It ensures that activity durations recorded for resources of this Resource Type will not be applied to company-level estimations.
- D. It permits the ability to set duration ratios based on the company-level duration estimations for new resources of this type.

Answer: B

NEW QUESTION 9

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

Answer: A

NEW QUESTION 10

Your customer wants to configure an inner step message ("B") to send an email if a previous message ("A") has Failed.

Which statement explains how this can be supported?

- A. In the Message Scenario screen's Blocking Conditions tab of message B, add a condition that blocks the message when the message A's status is NOT IN failed.
- B. In the Message Scenario screen's Next Steps tab of message A, add message B as the Next Message Step with the final status "Failed".
- C. In the Message Scenario screen's Next Steps tab of message B, add message A as the Next Message Step with the final status "Failed".
- D. In the Message Scenario screen's Blocking Conditions tab of message B, add a condition that blocks the message when the message A's status is NOT IN sent.

Answer: A

NEW QUESTION 10

Which two statements are correct regarding Daily Extracts in Oracle Field Service Cloud (OFSC)?

- A. When new custom properties are configured within OFSC, they are automatically added to the appropriate configured Daily Extract files.
- B. Daily Extract files are accessible for download either via API, via SFTP or manually through the Outbound Integration Channels screen OFSC.
- C. If using an overnight shift, the Daily Extracts for the previous day will be available only after the overnight period configured on the Business Rules screen has passed.
- D. Daily Extracts can be configured to be available in either XML, CSV or HTML format.
- E. The Daily Extract files can be configured to include, exclude and/or arrange the order of corresponding fields and custom properties.

Answer: DE

NEW QUESTION 15

Which two statements are true about registering Applications in OFSC?

- A. A unique Client ID and Client Secret must be entered for each registered Application.
- B. Applications support OAuth2 using tokens either from OFSC or external providers such as Oracle Identity Cloud Service.
- C. If the API Access section is left blank, then by default, the Application has read/write access to all available OFSC APIs.
- D. Applications support restricting access to a white list of certain IP addresses.
- E. Separate Applications must be registered if you will be integrating with both REST and SOAP APIs

Answer: BD

Explanation:

https://docs.oracle.com/cloud/february2017/fieldservicecs_gs/CXFSC/OFSC_Configuring_Authentication_usin

NEW QUESTION 16

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.

Answer: A

NEW QUESTION 19

Your customer is using SLAs for some Activity Types. The <sla_window_start> 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.

Answer: D

NEW QUESTION 23

An Oracle Field Service Cloud (OFSC) Enterprise customer has enabled Street-Level Routing (SLR) for a particular routing plan. Which additional capability becomes available as a result of this routing feature being enabled?

- A. the ability to set travel optimization goals either based on time or distance
- B. the ability to set travel optimization goals either based on cost or resource utilization
- C. the ability to set travel optimization goals based on current traffic data
- D. the ability to set travel optimization goals based on predicted traffic data

Answer: A

NEW QUESTION 24

A utility company sees several 'New Connect' activities being added to the routing bucket throughout the day. They want 'Meter Read' activities to potentially 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 routing plan and created a reoptimization filter targeting the 'Meter Read' activities.

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

- A. Set the reoptimization goal to "Reduce Overdue". Then, using routing filters, set the cost of not assigning 'Meter Read' activities in existing routes to 'High', and the cost of not assigning 'New Connect' activities in the routing bucket to 'Normal'.
- B. Set the reoptimization goal to 'Assign high priority activities'. Then, using routing filters, set the cost of not assigning 'Meter Read' activities in existing routes to 'High', and the cost of not assigning 'New Connect' activities in the routing bucket to 'Low'.
- C. Set the reoptimization goal to 'Assign high priority activities'. Then, using routing filters, set the cost of not assigning 'Meter Read' activities in existing routes to 'Low', and the cost of not assigning 'New Connect' activities in the routing bucket to 'High'.
- D. Set the reoptimization goal to 'Assign high priority activities'. Then, using routing filters, set the cost of not assigning 'Meter Read' activities in existing routes to 'Highest', and the cost of not assigning 'New Connect' activities in the routing bucket to 'Normal'.

Answer: A

NEW QUESTION 28

Which two problems related to time slot-based quota can you overcome when using the based booking approach with customized booking Intervals?

- A. quota for extended activities being consumed from a single, shorter time slot
- B. managing quota and capacity for service windows
- C. average quota and capacity calculation for time slots
- D. overlapping time slots stranding quota

Answer: BD

Explanation:

https://docs.oracle.com/cloud/august2017/fieldservicecs_gs/FACCU/FACCU.pdf

NEW QUESTION 33

What configuration is required in order for users to view "Nearby activities" from the Activity List in Mobility?

- A. Set a "Nearby Radius" distance from the Business Rules screen.
- B. Add a "Nearby Activities" action to the Activity List screen context for Core Manage.
- C. Select "Nearby Activities" from the Business Rules screen.
- D. Add a "Nearby Activities" action to the Activity List screen context for Mobility.

Answer: B

Explanation:

Reference

<https://docs.oracle.com/en/cloud/saas/field-service/18b/faadu/administering-oracle-field-service-cloud.pdf> (33)

NEW QUESTION 36

Your customer does not want to manage work zone assignments for each individual technician resource because all technicians can work in the same areas without bias or preference.

Which two options fulfill that customer requirement?

- A. Assign all work zones at the parent level in the Resource Tree.
- B. Create a single work zone with no work zone keys and assign it to all resources
- C. Deselect "work zone support" in Business Rules to disable routing consideration of zones entirely.
- D. Deselect "work zone support" in the routing plan configuration screen for all routing plans.
- E. Create a single work zone group, with all zones included in the group, and assign it to the highest level in the resource tree.

Answer: AE

NEW QUESTION 40

Which statement is correct regarding the capabilities of 'reoptimization' within an Oracle Field Service Cloud (OFSC) routing plan?

- A. Reoptimization can be enabled for manual, once-a-day, recurrent, immediate and sequential routing plan
- B. ^j
- C. 'Minimize summary travel' is one of the selectable goals within the Reoptimization section of a routing plan.
- D. In general, the higher the reoptimization penalty % is set, the less impact reoptimization will have on activities already assigned to routes.
- E. Reoptimization filters are used to specify the costs of not assigning certain types of activities as well as lateness tolerances.

Answer: A

NEW QUESTION 42

What is the significance of the order of the activity filters within the Filters sections of the routing plan?

- A. The higher in the list, the higher the priority routing considers activities matching that filter's criteria.
- B. The filters are ordered such that the first filter applies to activities in existing routes, the second filter applies to non-scheduled activities, and the third to scheduled activities in the bucket.
- C. The lower in the list, the higher the priority routing considers activities matching that filter's criteria.
- D. The routing logic reviews the filters from top to bottom to determine which filter, and its associated costing parameters, should be applied when assigning the activity
- E. Routing uses the first matching filter and ignores the rest.

Answer: A

Explanation:

https://docs.oracle.com/cloud/august2017/fieldservicecs_gs/FARCU/Routing-4.htm

NEW QUESTION 46

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'

Answer: C

NEW QUESTION 49

A company has just expanded its serviceable area in Europe to include coverage in Germany. As a result, many new users will need the OFSC interface screens to display in German.

Which of the following statements is correct about OFSC's capabilities for addressing this new requirement?

- A. Translations to OFSC native fields can be made using the Glossary export/import functionality, but custom properties can only be translated by exporting/importing the Properties list.
- B. Once Germany is added as an "Available Country" from the Business Rules configuration screen, then the corresponding translations can be viewed and modified via the Glossary.
- C. Translations to OFSC native fields and custom properties can be made using either the Properties or Glossary export/import functionality.
- D. Once Germany is added as a "Language" from the Display configuration screen, then the corresponding translations can be viewed and modified via the Glossary.

Answer: B

NEW QUESTION 50

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.
- 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.

Answer: CF

NEW QUESTION 53

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.

Answer: C

Explanation:

Reference https://docs.oracle.com/cloud/august2015/servicecs_gs/FAUTY/FAUTY.pdf (19)

NEW QUESTION 57

Which three Resource Type Roles can share work skills, inventory, and geolocation in teamwork?

- A. Tool
- B. Bucket
- C. Organization Unit
- D. Field Resource
- E. Vehicle

Answer: ADE

Explanation:

Reference https://docs.oracle.com/cloud/november2015/servicecs_gs/FAADU/FAADU.pdf

NEW QUESTION 60

A customer supports a particular type of activity that requires a security clearance to gain access to the job site, and they only have a few resources that have clearances.

These activities don't happen all that often, and as such, they are not concerned with quota management for them. Instead, when an activity of this type needs to be booked, the customer will directly assign it to one of their qualified resources.

Which API request will provide this customer with the information they need to directly assign the activity to the right resource?

- A. GET 'resources' request
- B. 'activityBookingOptions' request
- C. 'bookingStatuses' request
- D. 'findMatchingResources' request

Answer: A

NEW QUESTION 65

Which option must you select when you are associating a preconfigured calendar to a resource that is made up of a combination of shifts and nonworking time?

- A. Add a shift to a resource's calendar.
- B. Add working time to a resource's calendar.
- C. Add a work schedule to a resource's calendar.
- D. Add a shift override to a resource's calendar.

Answer: C

Explanation:

https://docs.oracle.com/cloud/august2016/fieldservicecs_gs/FAADU/Administration-4.htm

NEW QUESTION 66

A customer is currently closing booking automatically by capacity category within all of their Capacity Areas, but they also want to be able to close booking per work zone because some of their work zones require additional work preparations.

Which step is required to enable this functionality?

- A. On the Business Rules screen, enable 'Allow closing of booking on work zone level'.
- B. If 'Work Zone support' is enabled on the Business Rules screen, there are no additional steps required to enable closure of booking per work zone.
- C. On the Quota Configuration screen for each Capacity Area, enable the 'Allow closing of booking on work zone level' feature.
- D. On the Resources screen for each Capacity Area, enable the 'Allow closing of booking on work zone level' feature.

Answer:

A

NEW QUESTION 69

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".

Answer: D

NEW QUESTION 72

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