

Oracle

1Z0-1003-20 Exam

**Oracle Field Service Cloud Service 2020 Implementation
Essentials Exam**

**Questions & Answers
Demo**

Version: 6.0

Question: 1

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

Answer: D

Explanation:

https://docs.oracle.com/cd/E62445_01/4.5_SmartRouting_User_Guide.pdf

Question: 2

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

Question: 3

The "Activity has not been started X minutes after ETA" display warning is set to 10 minutes. An activity's ETA is 9:00, the current time is 9:20 and the activity has not yet been started. Which warning will take place as a result of that configuration setting?

- A. The activity turns red and a Resource Tree warning appears.
- B. The activity turns red, a Resource Tree warning appears, and a message scenario is launched (if configured).
- C. The activity turns red
- D. A Resource Tree warning appears and a message scenario is launched (if configured).

Answer: D

Question: 18

A company has technicians in a local Austin office, which has been configured as a bucket within OFSC. They want all their technicians to work in the AUSTIN_SOUTHWEST_WKZN work zone but would also like the technicians Sandra Bernstein and Larry Johnson to work in the AUSTIN_NORTHWEST_WKZN work zone as well.

How should you set the work zones in the Resource Tree for that local Austin office?

- A. Set the AUSTIN_SOUTHWEST_WKZN work zone at the Austin bucket level only.
- B. Set the AUSTIN_SOUTHWEST_WKZN work zone at the Austin bucket level and also set the AUSTIN_NORTHWEST_WKZN work zone individually on Sandra Bernstein and Larry Johnson.
- C. Set both the AUSTIN_SOUTHWEST_WKZN and the AUSTIN_NORTHWEST_WKZN at the Austin bucket level only.
- D. Set the AUSTIN_SOUTHWEST_WKZN work zone at the Austin bucket level and also set the AUSTIN_NORTHWEST_WKZN and the AUSTIN_SOUTHWEST_WKZN work zones individually on Sandra Bernstein and Larry Johnson.

Answer: D

Question: 4

Which two statements are true regarding OIC-OFSC integration?

- A. The OIC platform can only use SOAP-based adapters for OFSC integration; REST-based adapters will not function for the product combination.
- B. Each external system will still require custom code to integrate with OFSC, but OIC will provide a structural framework for the OFSC Inbound and Outbound APIs.

- C. Field mapping and process flows between OFSC and external systems can be accomplished through OIC's GUI.
- D. The OIC platform can only use REST-based adapters for OFSC integration; SOAP-based adapters will not function for the product combination.
- E. Using OIC to integrate OFSC with a customer's systems removes the need to develop custom middleware to integrate each system.

Answer: CE

Question: 5

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.

Answer: ABC

Question: 6

A customer is requesting to connect to a 3rd-party webpage via OFSC Mobility.

They need to send some parameters to this webpage as part of the call.

Which configuration is correct when you create the Action Link to support this request?

- A. Mark the Action Link as "Is plugin", select the Type as "HTML5 application", enter the URL and enter the parameters to be sent within the "POST data" section.
- B. Mark the Action Link as "Is plugin", select the Type as "HTML5 application", enter the URL and select Main Menu items.
- C. Do not mark the Action Link as "Is plugin", select the Type as "HTML5 application", enter the URL and select "Use Plugin API".
- D. Mark the Action Link as "Is plugin", select the Type as "Native application", enter the URL, enter the parameters within the "POST data" section and select the "Disable the action link in offline option".

Answer: A

Question: 7

Your customer wants to integrate OFSC with Oracle Knowledge Advanced Cloud.

What are the two main steps that must be taken as part of the integration process to allow Oracle Knowledge Advanced Cloud content to be accessed from the OFSC application?

- A. The administrator or web developer must configure the Service Portal to display the Oracle Knowledge Advanced features.
- B. The administrator must configure the Oracle Knowledge access settings in OFSC.
- C. The administrator or web developer must configure the Oracle Service Cloud Customer Portal to use the appropriate pages and widgets for displaying Oracle Knowledge Advanced features in the OFSC user interface.
- D. Field personnel must be assigned Service Cloud access via the Service Portal interface.
- E. The administrator or web developer must configure an OIC platform instance to bridge the Oracle Service Cloud and OFSC instances.

Answer: BC

Question: 8

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

Question: 9

Which two settings are required to ensure that the "Not activated on time" alert is shown in the GUI for a resource in the system?

- A. Configure the "Route has not been started XX minutes after the start time of resource work day" Alert setting.
- B. Create a resource filter that has an "Activated contains Activated" condition.

- C. Create a "Not activated on time" action link on the resource's Activate Queue.
- D. Create a "Route is not activated" launch condition in Message Scenarios.
- E. Select the "Enable 'Not activated in time' alert and trigger" within the Resource Type features of that resource.

Answer: BE

Explanation:

Reference:

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

Question: 10

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.

Answer: A

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