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Oracle 1Z0-1003-23

Oracle Field Service 2023 Implementation Professional

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QUESTION 1

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).

Correct Answer: D

QUESTION 2

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. Routing uses the fust matching filter and ignores the rest.

Correct Answer: A

Explanation/Reference:

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

QUESTION 3

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 4

Which two statements are correct regarding Delivery Windows in Oracle Field Service Cloud (OFSC)?

A. Delivery Windows are calculated for all Activity Types by default.
B. Delivery Windows are enabled per Resource Type calculations.
C. Delivery Windows are configurable by size and granularity by Activity Type.
D. Delivery Windows are configurable by size and granularity as a global setting in OFSC.
E. Delivery Windows are enabled and calculated per Activity Type configurations.

Correct Answer: C,E

QUESTION 5

Your customer has enabled "Calculate activity duration using statistics" with a "Default duration' of 48 minutes for a new Activity Type called TV Upgrade.
Your customer has created a new TV Upgrade activity with a manually set 30-minute duration. Which statement is true regarding the estimated duration for this new TV Upgrade activity?

A. The activity duration is set as 30 minutes when no learned statistics are available.
B. The activity duration is set as 30 minutes.
C. The activity duration is set as 30 minutes when learned statistics are available.
D. The activity duration is set as 48 minutes.
E. The activity duration is set as 48 minutes when no learned statistics are available.
F. The activity duration is set as 48 minutes when learned statistics are available

Correct Answer: D

QUESTION 6

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 plans. ^j
B. 'Minimize summary travel1 is one of the selectable goals within the Reoptimization section of a routing plan
C. In general, the higher the reoptimization penalty % is set, the less impact reoptimization will have on activities already assigned to routes.

D. Reoptimization filters are used to specify the costs of not assigning certain types of activities as well as lateness tolerances.

Correct Answer: A

QUESTION 7

A customer has a few back office workers that need to be able to move certain activities to field technicians
regardless of whether those technicians have the corresponding work skills that the jobs require or not.
Which configuration option ensures that those workers have the ability to override potential work skill mismatches when moving activities to field technicians?

A. Enable the 'Ignore work zones / work skills mismatch on activity moves' feature for the Activity Type(s) that require the override ability.
B. Enable the 'Ignore work zones / work skills mismatch on activity moves' feature for the Resource Type(s) that those back office workers are assigned.
C. Enable the 'Ignore work zones / work skills mismatch on activity moves' feature for the User Type (s) that those back office workers are assigned.
D. Enable the 'Ignore work zones / work skills mismatch on activity moves' feature for the Resource Type(s) of the field technicians to which the activities could be moved.

Correct Answer: D

QUESTION 8

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"

Correct Answer: D

QUESTION 9

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

Explanation/Reference:

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

QUESTION 10

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.

Correct Answer: C

Explanation/Reference:

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

QUESTION 11

A customer wants to add or update multiple activities from a single API call from their middleware.
Which two options are viable and support the requirement?

A. Core REST API "activities" request
B. Inbound SOAP API "update_activity" command
C. Core REST API "activities/custom-actions/bulkUpdate" request
D. Inbound SOAP API "add_activity" command

Correct Answer: A,D

QUESTION 12

A technician has been assigned a scheduled activity that he or she needs to perform later in the day. Their company has a policy that their technicians perform some advance testing as an administrative task prior
to the activity.
Which option would enable them to account for their time performing these tasks?

A. selecting "Prework" from within the activity In OFSC Mobility
B. adding a new "Prework" custom property to the "Edit/View activity" context in OFSC Mobility
C. creating a "start-after" link template between the preliminary work and the scheduled work
D. creating a "start-before" link template between the preliminary work and the scheduled work

Correct Answer: B

Explanation/Reference:

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

QUESTION 13

An activity with an "Installation" work skill exists in a bucket and is ready to be routed.
The resource has no work skills designated on his or her record, but qualifies for that activity in all other
categories.
How does routing handle the assignment of this activity?

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