



Oracle Cloud 1D0-1003-23-D

Oracle Field Service 2023 Implementation Professional - Delta

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Questions**

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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 first 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

Where are permissions enabled for users to access Collaboration?

- A. the Business Rules configuration screen
- B. the Resource Information configuration screen
- C. the User Type configuration screen
- D. the Resource Type configuration screen

Correct Answer: C

Explanation/Reference:

Explanation https://docs.oracle.com/cloud/february2017/fieldservicecs_gs/FASCL/Collaboration-2.htm#FASCLConfigureUserGroupsAndHelpdesk-30EA0AD0

QUESTION 5

A customer is planning on managing as many of their Oracle Field Service Cloud (OFSC) configuration elements as possible via the Metadata REST API. Which three objects can be both retrieved and created/modified via the Metadata API?

- A. Capacity Areas
- B. Applications
- C. Capacity Categories
- D. Organizations
- E. Properties

Correct Answer: A,B,C

QUESTION 6

Which two statements are correct regarding activity assignment via Collaboration?

- A. An activity dragged and dropped into a Collaboration chat with a resource must be accepted by that resource in Oer for it to be assigned.
- B. An activity broadcasted via Collaboration as part of an Immediate routing plan schedule gets assigned to the first technician to accept it
- C. An activity broadcasted via Collaboration as part of any type of routing plan schedule gets assigned to the first technician to accept it.

- D. An activity dragged and dropped into a Collaboration chat with a resource can be automatically assigned without the resource having to accept it.

Correct Answer: A,B

QUESTION 7

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 8

A field technician has been assigned a scheduled, but not-ordered activity that they need to perform later in the given day.

Their company has a policy that requires their technicians to perform some advance testing as an administrative task prior to beginning work on these types of activities.

Which option enables them to account for their time performing these tasks?

- A. Create a 'start-after' link template between the preliminary work and the scheduled work.
- B. Select the 'Prewrite' action from within the activity record in Oracle Field Service Cloud (OFSC).
- C. Add a new 'Prewrite' custom property to the 'Edit/View activity' context in Oracle Field Service Cloud (OFSC).
- D. Create a 'start-before' link template between the preliminary work and the scheduled work.

Correct Answer: D

QUESTION 9

Which option enables a user to enter a value of their choice when creating a filter for use within the OFSC management views?

- A. Ensure that the assigned User Type has read/write access to the Filters configuration screen.
- B. Ensure that the filter is listed in the Restrictions and Filters section of the assigned User Type.
- C. Select the "Dynamic" option when specifying the filter conditions.
- D. Deselect the "Dynamic" option when specifying the filter conditions.

Correct Answer: B

QUESTION 10

Your customer wants their field technicians to identify potential upsell opportunities for a premium service they offer by asking their customer whether they would be interested in receiving a free three-month trial. The technician needs to capture and validate customer details to complete this three-month trial. Which three configurations meet this requirement?

- A. Create a File property with a Signature element for customers to complete if they are interested in receiving the trial
- B. Create a String property with an Email element and use Formatting to ensure that only a valid email address can be entered if the customer would like to receive additional information.
- C. Create a String property with a Phone element and use a Regular Expression to ensure only properly formatted phone number can be entered if the customer would like to receive additional information
- D. Create an Enumeration property with two radio buttons, one for "Yes" and another for "No".
- E. Create an Integer property with two check boxes, one for "Yes" and another for "No".

Correct Answer: A,B,D

QUESTION 11

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

Correct Answer: B,D

Explanation/Reference:

Explanation

https://docs.oracle.com/cloud/february2017/fieldservicecs_gs/CXFSC/OFSC_Configuring_Authentication_using_Oracle_Field_Service_Cloud_Token_Service.html

QUESTION 12

Which three options represent capabilities of the broadcast feature within Collaboration initiated via OFSC Mobility?

- A. broadcast messages to users based on their assigned Collaboration group(s)
- B. broadcast messages to users based on their proximity to a location on the map
- C. broadcast messages to users based on their compliance with Smart Location settings
- D. broadcast messages to users based on their matches to an activity's work zone, work skill, and timing requirements
- E. broadcast messages to users based on their assigned Help Desk(s)
- F. broadcast messages to users based on their assigned User Type

Correct Answer: C,D,F

QUESTION 13

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: B,C,E,F

Explanation/Reference:

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

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