Oracle

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Oracle Field Service 2022 Implementation Professional

Questions & Answers PDF

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Question: 1

Which two default attributes serve as stand-alone keys for work zones?

A. Service Code
B. Completion Code
C. Fault code
D. Zip code
E. Travel area
F. City

Answer: DE

Question: 2

A customer wants to configure the OFSC GUI to show when a resource has not activated their route by the exact planned shift start time and send an email to the resource's supervisor.
Which two options are true regarding how this requirement is supported?

A. Configuring a message scenario using the launch condition "Route is not activated" will also enable the Alert Setting "Route has not been started x minutes after the start time of resource work day".
B. The Alert Setting "Route has not been started x minutes after the start time of resource work day" should be configured for 1 minute(s).
C. The Alert Setting "Route has not been started x minutes after the start time of resource work day" should be configured for 0 minute(s).
D. The configuration related to email notification must be performed in the Message Scenarios.

Answer: AB

Question: 3

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

Question: 4

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

Answer: B

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

Question: 5

A customer has found that there are some instances where their technicians have recorded either exceptionally short (for example, "one-minute-wonders") or long (for example, they forgot to set the status to "complete") activity durations.
Given the importance of accurate data in a time-based self-learning system, which two constraints are in place and can be modified to ensure that outlier circumstances such as these do not affect future activity duration estimations?

A. "Minimum relevant duration time in minutes" and "Maximum relevant duration time in minutes"
B. "Personalize the estimation of activity duration" and "Initial ratio of activity duration"
C. "Lower limit for personal ratio to calculate duration" and "Upper limit for personal ratio to calculate duration"

D. "Minimum relevant travel time in minutes" and "Maximum relevant travel time in minutes"

Answer: AB

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