Question #:1

A company wants its technicians to be able to look for and pick up activities within a 10-mile radius of their current location. .

What configuration setting is required to support this 10-mile restriction?

A. Set the 'Nearby Radius' parameter on the Business Rules screen to 10 miles.

B. Set the 'Center Point Home Zone' radius in the routing plan to 10 miles.

C. Enable the technicians to select 'Show Resource Location on the Map' option in their Map views, with a 10-mile filter selection.

D. Create an activity filter with the condition: 'Radius = 10' and enable technicians to apply that filter to their Activity Lists.

Answer: C

Question #:2

A company has a policy in which all of their technicians' working days will begin once they arrive at their first jobs, and end at the office depot after their last jobs.

Resource 'start' locations are set to their home addresses and 'end' locations are set to the office depot address.

What Resource Type settings ensure that routing will support this requirement?

A. 'Working Time does not include the Travel Time to the first activity' and 'Working Time does not include the Travel Time from the last activity to the Resources End Location1 are selected.

B. 'Working Time includes the Travel Time to the first activity' and 'Working Time does not include the Travel Time from the last activity to the Resources End Location' are selected.

C. 'Working Time does not include the Travel Time to the first activity' and 'Working Time includes the Travel Time from the last activity to the Resources End Location' are selected.

D. 'Working Time includes the Travel Time to the first activity' and 'Working Time includes the Travel Time from the last activity to the Resources End Location' are selected.

Answer: B

Question #:3

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: B C

Question #:4

A field technician has been assigned a scheduled, but not-ordered activity that they need to perform later in q 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 'Prework' action from within the activity record in Oracle Field Service Cloud (OFSC).

C. Add a new 'Prework' 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.

Answer: D

Question #:5

You have a customer located on the east coast of the US (UTC -5hr, assuming Standard Time). Smart Location stores the times from incoming coordinates in UTC.

To ensure that an external system sending the coordinates addresses the offset between the local time and UTC, which <time> element within a Smart Location API "set_position" request would be correct?

A. <time>2017-04-07T14:40:00-0500</time>

B. <time>2017-04-07T14:40:00Z</time>

C. <time>20l7-04-07T14:40:00ET</time>

D. <time>2017-04-07T14 :40:00-05:00</time>

Answer: C

Question #:6

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: C E

Question #:7

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: A B

Question #:8

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.

Answer: B C E F

Explanation

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

Question #:9

A customer requires that their dispatchers have the ability to modify activity start and end times for their technicians via the Core Manage interface when necessary.

Which option enables that ability?

    A. Enable the "Allow activity reorder inside the route" feature within the Dispatcher User Type.

    B. Enable the "Allow action time adjustment in Manage" feature within the Add Activity/Activity Details context.

    C. Enable the "Allow action time adjustment in Manage" feature for the Dispatcher User Type.

    D. Verify that access to Mobility is enabled within the Dispatcher User Type.

Answer: C

Question #:10

Your customer wants help configuring a message scenario that, when launched, populates a proper* (A_TIME) with the time the message was created (message_time_of_creation).

What must be entered in the subject and body of the message pattern to support this requirement?