

Oracle

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Oracle Field Service 2023 Implementation Professional



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Question: 1

A company has just expanded its serviceable area in Europe to include coverage in Germany. As a result, many new users will need the OFSC interface screens to display in German.

Which of the following statements is correct about OFSC's capabilities for addressing this new requirement?

Response:

- A. Translations to OFSC native fields can be made using the Glossary export/import functionality, but custom properties can only be translated by exporting/importing the Properties list.
- B. Once Germany is added as an "Available Country" from the Business Rules configuration screen, then the corresponding translations can be viewed and modified via the Glossary.
- C. Translations to OFSC native fields and custom properties can be made using either the Properties or Glossary export/import functionality.
- D. Once Germany is added as a "Language" from the Display configuration screen, then the corresponding translations can be viewed and modified via the Glossary.

Answer: B

Question: 2

Which two statements are true regarding integrations between OFSC and DBaaS?

Response:

- A. Customers with a BICS instance can use DBaaS as a data source for data migration to extend the current BICS data limit.
- B. Integration supports the transfer of OFSC data directly into DBaaS either in bulk once per day or automatically in real-time.
- C. Integration enables automatic bulk import of DBaaS data directly into OFSC as part of the Daily Upload file.
- D. DBaaS integration enables OFSC to act as a system of record for activity data.

Answer: AB

Question: 3

Which two Resource Type roles offer the ability for routing to assign activities?

(Choose two.)

Response:

- A. Vehicle
- B. Field Resource
- C. Tool
- D. Bucket
- E. Organization Unit

Answer: DE

Question: 4

Where are permissions enabled for users to access Collaboration?
Response:

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

Answer: C

Question: 5

Which two are correct statements regarding Daily Extract file data configuration?
Response:

- A. Separate Daily Extract files must be set up for data to be used in BICS and DBaaS.
- B. Customized data sets can be created for individual instances of OFSC.
- C. Data from a single data set can be configured to be extracted in any number of Daily Extract files
- D. All data sets can be configured to include custom properties and fields.
- E. Daily Extract files cannot be set up to extract data from multiple data sets

Answer: CD

Question: 6

Your customer wants their technicians to see the same activity data in their Service within their Activity List in OFSC Mobility. Which configuration supports this requirement?
Response:

- A. Add the "Activity" property to the Request Grid context in Mobility.
- B. Add the appropriate activity properties to the Request Grid context in Mobility.

- C. Add the "Activity" property to the "Identify service request by" identifier context.
- D. Add the appropriate activity properties to the "Identify service request by" identifier context.

Answer: A

Question: 7

The Display setting "Idle Time Minimum" is set to 5 mins. What is the consequence of this setting?
Response:

- A. Idle time that is estimated to be less than 5 mins in duration in the OFSC Mobility time view will be shown as 5 mins in duration.
- B. The mobile resource's alert panel will show an alert for occurrences of idle time estimated to exceed 5 mins in duration on the route.
- C. Idle time that exceeds 5 mins in duration that is prior to an activity will cause that activity to show a red "jeopardy" color in OFSC Mobility.
- D. Idle time estimated to be below 5 mins in duration will not be shown as idle time on the OFSC Mobility time view.

Answer: D

Question: 8

Which three Resource Type Roles can share work skills, inventory, and geolocation in teamwork?
Response:

- A. Tool
- B. Bucket
- C. Organization Unit
- D. Field Resource
- E. Vehicle

Answer: ADE

Question: 9

Identify three examples of how filters are utilized within Oracle Field Service Cloud.
Response:

- A. Define activity and/or resource assignment preferences within Routing Plans.
- B. Display only certain users within the Users screen.
- C. Restrict the number of activities that appear on resources' routes.

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- D. Display only certain resources within the Daily view.
 - E. Display only certain activities or resources within the List View.

Answer: ABE

Question: 10

What configuration is required in order for users to view "Nearby activities" from the Activity List in Mobility?

Response:

- A. Set a "Nearby Radius" distance from the Business Rules screen.
- B. Add a "Nearby Activities" action to the Activity List screen context for Core Manage.
- C. Select "Nearby Activities" from the Business Rules screen.
- D. Add a "Nearby Activities" action to the Activity List screen context for Mobility.

Answer: B

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