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Exam : **1z0-1003-20**

Title : Oracle Field Service Cloud
Service 2020 Implementation
Essentials

Vendor : Oracle

Version : DEMO

NO.1 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.** Reoptimization filters are used to specify the costs of not assigning certain types of activities as well as lateness tolerances.
- D.** In general, the higher the reoptimization penalty % is set, the less impact reoptimization will have on activities already assigned to routes.

Answer: A

NO.2 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.** A Resource Tree warning appears and a message scenario is launched (if configured).
- B.** The activity turns red and a Resource Tree warning appears.
- C.** The activity turns red
- D.** The activity turns red, a Resource Tree warning appears, and a message scenario is launched (if configured).

Answer: A

NO.3 A customer is currently closing booking automatically by capacity category within all of their Capacity Areas, but they also want to be able to close booking per work zone because some of their work zones require additional work preparations.

Which step is required to enable this functionality?

- A.** On the Quota Configuration screen for each Capacity Area, enable the 'Allow closing of booking on work zone level' feature.
- B.** On the Business Rules screen, enable 'Allow closing of booking on work zone level'.
- C.** On the Resources screen for each Capacity Area, enable the 'Allow closing of booking on work zone level' feature.
- D.** If 'Work Zone support' is enabled on the Business Rules screen, there are no additional steps required to enable closure of booking per work zone.

Answer: B

NO.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.** creating a "start-after" link template between the preliminary work and the scheduled work
- B.** creating a "start-before" link template between the preliminary work and the scheduled work
- C.** adding a new "Prewrite" custom property to the "Edit/View activity" context in OFSC Mobility
- D.** selecting "Prewrite" from within the activity In OFSC Mobility

Answer: C

Explanation

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

NO.5 An Oracle Field Service Cloud (OFSC) Enterprise customer has decided to provide their technicians with access to a map layer showing real-time traffic updates.

The User Type for those technicians has been updated with the 'Use real-time traffic data' feature enabled, and all activities will have resolved coordinates provided when they are created.

Which two statements are correct regarding what those technicians will experience when signed into the OFSC Core Application with that feature enabled?

- A.** Upon route activation, the travel durations to all of the activities along their route will be updated with real-time traffic data.
- B.** When the technician completes an activity, the travel durations to the rest of the activities along their route will be updated with real-time traffic data.
- C.** When the technician completes an activity, only the travel duration to their next activity will be updated with real-time traffic data.
- D.** Upon route activation, only the travel duration to their first activity will be updated with real-time traffic data.

Answer: B,D

NO.6 Which statement is true regarding Travel Areas in OFSC?

- A.** Statistics are calculated using the travels between Travel Areas.
- B.** A Travel Area can be assigned to a bucket or a resource.
- C.** Travel Areas define a company's serviceable geography and are made up of groups of work zones.
- D.** Travel between work zones within different Travel Areas will not be calculated for statistical use.
- E.** A given work zone can be assigned to multiple Travel Areas.

Answer: C

Explanation

Reference

https://docs.oracle.com/cloud/february2017/fieldservicecs_gs/FAADU/Administration.htm#FAADUViewTravel

NO.7 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.** Applications
- B.** Capacity Categories
- C.** Capacity Areas
- D.** Organizations
- E.** Properties

Answer: A,B,C

NO.8 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.** Enable the technicians to select 'Show Resource Location on the Map' option in their Map views, with a 10-mile filter selection.
- C.** Set the 'Center Point Home Zone' radius in the routing plan to 10 miles.
- D.** Create an activity filter with the condition: 'Radius = 10' and enable technicians to apply that filter to their Activity Lists.

Answer: B

NO.9 Your company has three different levels of 'VIP' customers - Gold, Silver, and Bronze.

There is a read-only 'VIP Level' property where one of these options will appear on the 'Edit/View Activity' form of every applicable activity.

Any Gold VIP customers should be offered a free three-month streaming VoD service trial as a token of appreciation.

If they accept, a record of that must be maintained. A 'VoD Service Trial' Integer check box property has been created.

What must you do in order to ensure that the check box is visible on the Edit/View Activity form only for Gold VIP members?

- A.** Create a filter to only show the 'VoD Service Trial' property if 'Gold' appears on the Edit/View Activity form.
- B.** Add the 'VoD Service Trial' property with a conditional visibility to the Edit/View Activity form.
- C.** Use a regular expression to limit valid entries for the 'VoD Service Trial' property to 'Gold' only.
- D.** Add the 'VoD Service Trial' property with a default value of 'Gold' to the Edit/View Activity form.

Answer: C

NO.10 What configuration is required in order for users to view "Nearby activities" from the Activity List in Mobility?

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

Answer: D

Explanation

Reference

<https://docs.oracle.com/en/cloud/saas/field-service/18b/faadu/administering-oracle-field-service-cloud.pdf> (33)

NO.11 Your customer has a group of technicians who are working in the following rotating shifts:

- Two consecutive weeks: Monday through Friday from 8 AM to 5 PM
- Next two consecutive weeks: Monday through Friday from 9 AM to 6 PM and also Saturday from 11 AM to 1 PM
- During the Monday through Friday shifts, lunch is every day at 1 PM.

Which configuration supports this rotating shift requirement?

- A.** Create a work schedule with two shifts. Each of those shifts must include a repeating activity for lunch.
- B.** Create one shift with two work schedules. Each work schedule must include a repeating act for lunch.
- C.** Create a work schedule with three shifts. Each shift must include a repeating activity for lunch.
- D.** Create one shift with two "working time" calendars and include a repeating activity for lunch.
- E.** Create one work schedule with three shifts. Two of those shifts must include a repeating activity for lunch.

Answer: A

NO.12 Your customer is currently closing booking automatically for their Capacity Categories but they want to be able to close booking per work zone because some of their work zones require additional work preparations.

Which step is required to enable this functionality?

- A.** Under Resource & Bucket Info, enable "Allow closing booking on work zone level" for every capacity-enabled bucket.
- B.** Under Business Rules, enable "Allow closing booking on work zone level".
- C.** Under Quota > View > Configuration, enable "Allow closing booking on work zone level" for every capacity-enabled bucket.
- D.** If "Work Zone support" is enabled on Business Rules, there are no additional steps required to enable closure of booking per work zone.

Answer: C

Explanation

Reference

https://docs.oracle.com/en/cloud/saas/field-service/18c/faccu/configuring-capacity.html#t_configure_quota_optio