

Oracle.1Z0-1003-21.v2023-01-22.q45

Exam Code:	1Z0-1003-21
Exam Name:	Oracle Field Service 2021 Implementation Essentials
Certification Provider:	Oracle
Free Question Number:	45
Version:	v2023-01-22
# of views:	743
# of Questions views:	450
https://www.freeqas.com/qa/Oracle/1Z0-1003-21/Oracle.1Z0-1003-21.v2023-01-22.q45.html	

NEW QUESTION: 1

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

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

Answer: ([SHOW ANSWER](#))

Explanation

Reference: https://docs.oracle.com/cloud/november2015/servicecs_gs/FAADU/FAADU.pdf

NEW QUESTION: 2

Which two statements are correct regarding the use of planned capacity management?

- A. Planned capacity can be automatically calculated by entering the preferred variance as compared to available capacity.
- B. Planned capacity can be set at the day, capacity category and time slot levels for a given capacity area and it's organization units.
- C. Planned capacity can be set at the day level only for a given capacity area and it's organization units.
- D. Planned capacity can be entered either by resources or capacity (days, hours, minutes) depending on what is configured in the 'Working time unit' parameter.
- E. Planned capacity can only be set if the capacity area is configured to manage booking based on time slot.

Answer: D,E ([LEAVE A REPLY](#))

NEW QUESTION: 3

Which two statement are correct regarding activity assignment via Collaboration?

- A. An activity broadcasted via Collaboration as part of an Immediate routing plan schedule gets assigned to the first technician to accept it.

- B. An activity dragged and dropped into a Collaboration chat with a resource can be automatically assigned without the resource having to accept it.
- C. 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.
- D. An activity broadcasted via Collaboration as part of any type of routing plan schedule gets assigned to the first technician to accept it.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 4

Your customer wants to update technician inventory using the Inbound API using the following:

```

<head>
<upload_type>full</upload_type>
<appointment>
  <keys>
    <field>appt_number</field>
    <field>customer_number</field>
  </keys>
</appointment>
<inventory>
  <keys>
    <field>invsn</field>
  </keys>
</inventory>
<processing_mode>inventory_only</processing_mode>
</head>

```

Given the <head> node of this request, which two statements are correct?

- A. Only inventory in a technician's pool will be affected
- B. Only serialized inventory will be updated.
- C. Customer inventory will be updated
- D. Required inventory can be specified
- E. Any existing inventory not listed in the body of the request will be deleted

Answer: B,E ([LEAVE A REPLY](#))

NEW QUESTION: 5

A customer wants to configure Oracle Field Service Cloud (OFSC) to display a warning in the Dispatch Console when a resource has not activated their route by their exact shift start time. An email notification should also be generated and sent to the resource's supervisor.

Which two options are correct regarding how this requirement is supported?

- A. A message scenario with the Launch Condition 'Route is not activated' must be configured for the email notification.
- B. The Alert Setting 'Route has not been started x minutes after the start time of resource work day' should be set to 0 minutes.

C. The Alert Setting 'Route has not been started x minutes after the start time of resource work day' should be set to 1 minute.

D. Configuring a message scenario with the launch condition 'Route is not activated' will also automatically enable the 'Route has not been started x minutes after the start time of resource work day' alert to display at the 'Shift should have started X minutes ago according to the calendar' timing setting.

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 6

Which option is correct when "Sharing of the skill in Teamwork" is set to "Summary" for the technicians that have the option to share skills?

A. The team gets the maximal work skill level of all the team members.

B. The assigned work skill assigned to a member does not affect the skills of the team.

C. The team gets the total sum of work skill levels of all the team members.

D. The team gets the total sum of work skill levels of just one of the team members.

Answer: (SHOW ANSWER)

NEW QUESTION: 7

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

Answer: (SHOW ANSWER)

Explanation

https://docs.oracle.com/cloud/february2017/fieldservicecs_gs/FASCL/Collaboration-2.htm#FASCLConfigureUs

NEW QUESTION: 8

A customer wants to integrate OFSC with their existing DBaaS instance.

Which option lists the steps necessary to take to set up the real-time transfer of OFSC data directly into DBaaS?

A. Clone the Daily Extract outbound integration channel as a DBaaS channel, select the data set entities specifying 'once daily' as the data transfer option, then add fields to the entities.

B. Clone the Daily Extract outbound integration channel as a DBaaS channel, select the data set entities specifying 'real-time' as the data transfer option, then add fields to the entities.

C. Create an outbound integration channel for DBaaS, select the data set entities specifying 'realtime' as the data transfer option, then add fields to the entities.

D. Create an outbound integration channel for DBaaS, select the data set entities specifying 'once daily' as the data transfer option, then add fields to the entities.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 9

A customer has a few back office workers that need to be able to move certain activities to field technicians regardless of whether those technicians have the corresponding work skills that the jobs require or not. Which configuration option ensures that those workers have the ability to override potential work skill mismatches when moving activities to field technicians?

- A. Enable the 'Ignore work zones / work skills mismatch on activity moves' feature for the Resource Type(s) that those back office workers are assigned.
- B. Enable the 'Ignore work zones / work skills mismatch on activity moves' feature for the User Type (s) that those back office workers are assigned.
- C. Enable the 'Ignore work zones / work skills mismatch on activity moves' feature for the Resource Type(s) of the field technicians to which the activities could be moved.
- D. Enable the 'Ignore work zones / work skills mismatch on activity moves' feature for the Activity Type(s) that require the override ability.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 10

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

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

Answer: ([SHOW ANSWER](#))

Explanation

https://docs.oracle.com/cloud/february2016/fieldservicecs_gs/FAADU/Administration.htm

NEW QUESTION: 11

After reviewing the overall performance metrics of their workforce, a company identified that their technicians are frequently arriving at jobs late.

They want to use reoptimization to reduce the amount of lateness and improve their technicians' on-time arrival.

Which setting is required to do this?

- A. Enable Reoptimization within the routing plan, then select "Reduce overdue."
- B. Enable Reoptimization within the routing plan, then select "Assign overdue activities."
- C. Enable Reoptimization within the routing plan, then select "Reduce overtime "
- D. Enable Reoptimization within the routing plan, then select "Assign high priority activities."
- E. Enable Reoptimization within the routing plan, then select "Optimize routes."

Answer: B ([LEAVE A REPLY](#))

Explanation

Reference <https://docs.oracle.com/en/cloud/saas/field-service/18a/farcu/using-routing-cloud-service.pdf>

NEW QUESTION: 12

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 :40:00-05:00</time>
- B. <time>2017-04-07T14:40:00ET</time>
- C. <time>2017-04-07T14:40:00-0500</time>
- D. <time>2017-04-07T14:40:00Z</time>

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 13

Which three options are valid 'Units of measure' in a Resource Type's['LoadThreshold' section, that are used to determine how the icons are displayed in the Dispatch Console based on the resource's current load?

- A. Overtime cost
- B. Travel time cost
- C. Number of activities
- D. Working hours cost
- E. Time percent
- F. Hours

Answer: B,C,F ([LEAVE A REPLY](#))

NEW QUESTION: 14

A field technician has been assigned a scheduled, but not-ordered activity that they need to perform later in a 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. Add a new 'Prewrite' custom property to the 'Edit/View activity' context in Oracle Field Service Cloud (OFSC).
- C. Select the 'Prewrite' action from within the activity record in Oracle Field Service Cloud (OFSC).
- D. Create a 'start-before' link template between the preliminary work and the scheduled work.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 15

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 (LEAVE A REPLY)

Explanation

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

NEW QUESTION: 16

A company has a policy that even if they route a full day's work to a technician, they would only like to reveal the next two activities on the technician's route on their mobile device.

How do you use filters to satisfy this requirement?

A. Create an activity filter with "Position in route < 2" and set the filter in the Restriction and Filters tab for the User Type of the technician.

B. Create an activity filter with "Activity location < 2" and set the filter in the Restriction and Filters tab for the User Type of the technician.

C. Create an activity filter with "Activity Scheduled in 1,2" and set the filter in the Restriction and Filters tab for the User Type of the technician.

D. Create an activity filter with "Pending Activity Order in 1,2" and set the filter in the Restriction and Filters tab for the UserType of the technician.

Answer: C (LEAVE A REPLY)

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NEW QUESTION: 17

Which two statements are correct regarding String and Integer property types?

A. Both property types can contain alphanumeric characters and punctuation.

B. Integer property types can be used for check box elements, whereas String property types can be used for phone numbers or email addresses.

C. Both property types can include regular expressions.

D. Both property types can contain Geolocation elements.

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 18

A company has technicians in a local Austin office, which has been configured as a bucket within OFSC.

They want all their technicians to work in the AUSTIN_SOUTHWEST_WKZN work zone but would also like the technicians Sandra Bernstein and Larry Johnson to work in the AUSTIN_NORTHWEST_WKZN work zone as well.

How should you set the work zones in the Resource Tree for that local Austin office?

- A.** Set the AUSTIN_SOUTHWEST_WKZN work zone at the Austin bucket level and also set the AUSTIN_NORTHWEST_WKZN work zone individually on Sandra Bernstein and Larry Johnson.
- B.** Set both the AUSTIN_SOUTHWEST_WKZN and the AUSTIN_NORTHWEST_WKZN at the Austin bucket level only.
- C.** Set the AUSTIN_SOUTHWEST_WKZN work zone at the Austin bucket level and also set the AUSTIN_NORTHWEST_WKZN and the AUSTIN_SOUTHWEST_WKZN work zones individually on Sandra Bernstein and Larry Johnson.
- D.** Set the AUSTIN_SOUTHWEST_WKZN work zone at the Austin bucket level only.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 19

A company has lunch activities that fall within an 11:15 AM to 12:45 PM time slot.

They also often have late morning jobs that are 2-hours long in duration and are scheduled around 11 AM.

They do not want the scheduled lunch activities to block these late morning jobs from being routed.

What setting in the route plan is required to meet this requirement?

- A.** Create a "Lunch" activity filter for activities in existing routes and set the "Assigning activities which are about to be late" to "Do not assign overdue activities and leave them in the bucket"
- B.** Create a "Lunch" activity filter for activities in existing routes and set the "Assigning activities which are about to be late" to "Do not assign activities with more than 120 minutes overdue"
- C.** Create a "Lunch" activity filter for activities in the routing bucket that should be assigned and set the "Assigning activities which are about to be late" to "Do not assign overdue activities and leave them in the bucket".
- D.** Create a "Lunch" activity filter for activities in existing routes and set the "Assigning activities which are about to be late" to "Do not assign activities if mobile resource is unlikely to arrive 120 > minutes before end of time slot".

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 20

A customer wants to change the information that displays in the Collaboration window when an activity is dragged into it.

What needs to be modified to ensure that the preferred activity properties appear?

- A.** the 'Activities' context
- B.** the 'Activity hint' context
- C.** the 'Identify activity by' context
- D.** the 'Activity details in chat' context

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 21

A customer wants to create a message scenario that, when launched, sends an email to the address of the immediate parent of the resource the activity is assigned to within the Oracle Field Service Cloud (OFSC) organizational hierarchy.

Which describes the correct message scenario configuration to support this requirement?

- A. In the Step Info section of the message scenario, select Recipient: 'Dispatcher', Delivery Channel 'Email'.
- B. In the Step Info section of the message scenario, select Recipient: 'Resource', Delivery Channel: 'Email1'.
- C. In the Step Info section of the message scenario, select Recipient: 'Customer', Delivery Channel: 'Email'.
- D. In the Step Info section of the message scenario, select Recipient: 'Use static address', Delivery Channel: 'Email'; In the Message Pattern section, enter the resource's email address property label.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 22

Your customer requires that their engineers make courtesy calls 2-4 hours after they complete an installation to make sure that everything is working properly.

Two activities are created via integration but they need to be linked.

Identify the correct setup for the link template.

- A. Set up a Start-to-Start template with a non-adjustable 2-hour Minimum interval and an adjustable 4-hour Maximum interval.
- B. Set up a Finish-to-Start template with a non-adjustable 2-hour Minimum interval and an adjustable 4-hour Maximum interval.
- C. Set up a Start-to-Start template with an adjustable 2-hour Minimum interval and an adjustable 4-hour Maximum interval.
- D. Set up a Finish-to-Start template with an adjustable 2-hour Minimum interval and an adjustable 4-hour Maximum interval.

Answer: A (LEAVE A REPLY)

Explanation

Reference: https://docs.oracle.com/en/cloud/saas/field-service/18c/facmu/working-with-activities.html#t_createAc

NEW QUESTION: 23

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. Field personnel must be assigned Service Cloud access via the Service Portal interface.
- B. The administrator must configure the Oracle Knowledge access settings in OFSC.
- C. The administrator or web developer must configure an OIC platform instance to bridge the Oracle Service Cloud and OFSC instances.

D. The administrator or web developer must configure the Service Portal to display the Oracle Knowledge Advanced features.

E. 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.

Answer: B,E ([LEAVE A REPLY](#))

NEW QUESTION: 24

A company has a policy that all their technicians will start their working day at their first job and end their day at the office depot.

What should you set in the system to capture this requirement?

A. Resource start location = home, Resource end location = office depot, resource type features * working time includes travel from last activity is left unchecked, working time includes travel to first activity is checked.

B. Resource start location = home, Resource end location = home, resource type features = working time includes travel from last activity is checked, working time includes travel to first act left unchecked.

C. Resource start location = home, Resource end location = office depot, resource type features = working time includes travel from last activity is checked, working time includes travel to first activity is left unchecked.

D. Resource start location = office depot, Resource end location = home, resource type features = working time includes travel from last activity is checked, working time includes travel to first activity is left unchecked.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 25

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 "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".

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 "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".

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 26

You need to configure a property to display a list of a customer's current subscribed services on your technician's mobile device in an easily readable table format.

How do you accomplish this?

- A. Create a String property and use a Regular Expression to set the format of the table.
- B. Create a File property and use a Regular Expression to set the format of the table.
- C. Create a String or File property and use the Regular Expression and XSL Transformation fields.
- D. Create a File property and use the Regular Expression and XSL Transformation fields.
- E. Create a String property and use the Regular Expression and XSL Transformation fields.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 27

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 checkbox is visible on the Edit/View Activity form only for Gold VIP members?

- A. Add the 'VoD Service Trial' property with a default value of 'Gold' to the Edit/View Activity form.
- B. Create a filter to only show the 'VoD Service Trial' property if 'Gold' appears on the Edit/View Activity form.
- C. Add the 'VoD Service Trial1' property with a conditional visibility to the Edit/View Activity form.
- D. Use a regular expression to limit valid entries for the 'VoD Service Trial' property to 'Gold' only.

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 28

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

- 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 ([LEAVE A REPLY](#))

Explanation

Reference: <https://docs.oracle.com/en/cloud/saas/field-service/18b/faadu/administering-oracle-field-service-cloud>.

NEW QUESTION: 29

A customer wants to add or update multiple activities from a single API call from their middleware. Which two options are viable and support the requirement?

- A. Core REST API "activities" request
- B. Inbound SOAP API "add_activity" command
- C. Core REST API "activities/custom-actions/bulkUpdate" request
- D. Inbound SOAP API "update_activity" command

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 30

Which statement is correct regarding the capabilities of 'reoptimization' within an Oracle Field Service Cloud (OFSC) routing plan?

- A. 'Minimize summary travel' is one of the selectable goals within the Reoptimization section of a routing plan.
- B. Reoptimization can be enabled for manual, once-a-day, recurrent, immediate and sequential routing plans.
- C. In general, the higher the reoptimization penalty % is set, the less impact reoptimization will have on activities already assigned to routes.
- D. Reoptimization filters are used to specify the costs of not assigning certain types of activities as well as lateness tolerances.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 31

A scheduler has created center-points for the technicians located in a regional office.

The requirement is for these technicians to predominantly stay strictly within the 5-mile radius when receiving Job assignments.

Which configuration puts the most restrictions on the radius for the technicians?

- A. Home zone radius = 5 miles with overstep weight 4
- B. Home zone radius = 5 miles with overstep weight 600
- C. Home zone radius = 5 miles with overstep weight 9999
- D. Home zone radius = 5 miles with overstep weight 2000

Answer: A (LEAVE A REPLY)

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NEW QUESTION: 32

Your customer identified that their current capacity indicators for major and critical capacity levels need to be modified.

Which step must you take to solve this issue?

- A. Go to Configuration > Business Rules and modify the Capacity intervals.
- B. Go to Configuration and add a new Capacity Category.
- C. Go to Configuration > Capacity Categories and add or edit time slots.
- D. Go to Configuration > Display and modify the "Quota Settings".

Answer: D (LEAVE A REPLY)

Explanation

Reference

<https://docs.oracle.com/en/cloud/saas/field-service/18c/faadu/configuring-oracle-field-service-cloud.html#work->

NEW QUESTION: 33

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 48 minutes.
- B. The activity duration is set as 48 minutes when no learned statistics are available.
- C. The activity duration is set as 30 minutes.
- D. The activity duration is set as 30 minutes when learned statistics are available.
- E. The activity duration is set as 48 minutes when learned statistics are available.
- F. The activity duration is set as 30 minutes when no learned statistics are available.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 34

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 Add/Details Inventory context.
- B. Enable the 'Install' action within the Edit/View Activity context.
- C. Enable the 'Install' action within the Start Activity context.
- D. Enable the 'Install' action within the Inventory Grid context.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 35

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 CloudService.
- 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

Answer: B,D (LEAVE A REPLY)

Explanation

https://docs.oracle.com/cloud/february2017/fieldservicecs_gs/CXFSC/OFSC_Configuring_Authentication_using

NEW QUESTION: 36

Which option correctly describes the Time Limit setting within a routing plan?

- A. A routing plan will be stopped once its runtime duration reaches the Time Limit.
- B. A recurrent routing plan will no longer run if the current time has exceeded the Time Limit configured for the plan.
- C. No routing plans, assigned to a given bucket, will run if the current time has exceeded the Time Limit.
- D. The Time Limit setting controls whether overtime is allowed for the routing plan.

Answer: A (LEAVE A REPLY)

Explanation

Reference https://docs.oracle.com/cloud/august2017/fieldservicecs_gs/FARCU/FARCU.pdf

NEW QUESTION: 37

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

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

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 38

A company needs their mobile workers to be able to see which unassigned activities are located within a specific radius of their own location so that they can potentially assign and perform those jobs if they happen to have time along their routes.

Which option addresses that configuration requirement?

- A. Add the 'Nearby Activities1' action to the Activity List context for the mobile workers' User Type and set the specific radius via the 'Nearby Radius' parameter on the Business Rules screen.
- B. Enable the 'Nearby Activities' screen within the Main Menu context for the mobile workers' User Type and set the specific radius via the 'Nearby Radius' parameter on the Business Rules screen.
- C. Add the 'Nearby Activities' action to the Activity List context for the mobile workers' User Type and set the specific radius via the 'Nearby Radius' parameter on the Display screen.
- D. Enable the 'Nearby Activities' screen within the Main Menu context for the mobile workers' User Type and set the specific radius via the 'Nearby Radius' parameter on the Display screen.

Answer: (SHOW ANSWER)

NEW QUESTION: 39

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?

- A. Add the appropriate activity properties to the "Identify service request by" identifier context.
- B. Add the appropriate activity properties to the Request Grid context in Mobility.
- C. Add the "Activity" property to the Request Grid context in Mobility.
- D. Add the "Activity" property to the "Identify service request by" identifier context.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 40

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

Answer: C ([LEAVE A REPLY](#))

Explanation

Reference

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

NEW QUESTION: 41

Which two statements are correct about Daily Extract and BI Cloud Service (BICS) outbound integration channels?

- A. It is possible to name the entity tables and corresponding fields for reporting when configuring Daily Extract and BICS outbound integration channels.
- B. While Daily Extracts include data from the previous day, data can be sent through the BICS channel once per day or in real-time.
- C. Daily Extract and BICS channel configurations for a specific data set must contain the same fields.
- D. A given data set can only have one associated Daily Extract channel configuration and one associated BICS channel configuration.
- E. It is possible to clone the Daily Extract channel configuration for use with the BICS channel and vice versa.

Answer: D,E ([LEAVE A REPLY](#))

Explanation

Reference

<https://docs.oracle.com/en/cloud/saas/field-service/18c/faded/about-daily-extract.html#about-daily-extract>

NEW QUESTION: 42

What happens when you enable the assignment parameter "Limit work by points"?

- A.** If resources have shifts assigned to them with point values, routing will not assign activities whose cumulative point total exceeds the shift point value.
- B.** Routing will use each activity's unique point value to prioritize assignment of higher point activities over lower point activities.
- C.** Routing will not assign a given activity if that activity's point value exceeds the resource's maximum personal point limit.
- D.** If a resource has a point value configured on their Resource Information screen, routing will limit assignment of additional activities if the cumulative point total exceeds the resource's point limit

Answer: D (LEAVE A REPLY)

Explanation

https://docs.oracle.com/cd/E62445_01/4.5_SmartRouting_User_Guide.pdf

NEW QUESTION: 43

Your customer wants to configure an inner step message ("B") to send an email if a previous message ("A") has Failed.

Which statement explains how this can be supported?

- A.** In the Message Scenario screen's Blocking Conditions tab of message B, add a condition that blocks the message when the message A's status is NOT IN sent.
- B.** In the Message Scenario screen's Blocking Conditions tab of message B, add a condition that blocks the message when the message A's status is NOT IN failed.
- C.** In the Message Scenario screen's Next Steps tab of message B, add message A as the Next Message Step with the final status "Failed".
- D.** In the Message Scenario screen's Next Steps tab of message A, add message B as the Next Message Step with the final status "Failed".

Answer: B (LEAVE A REPLY)

NEW QUESTION: 44

Your customer requires the option for supervisors to "supervise" Junior engineers as they are performing certain activities.

For this functionality, you have created a new "Supervision" internal activity to manually link these activities so they start at the same time by different resources.

Which option is a valid way to configure this?

- A.** Create a new (related) Link Template with "Different Resources" Assignment Constraint.
- B.** Create a new (simultaneous) Link Template with default values.
- C.** Create a new (simultaneous) Link Template with "Different Resources" Assignment Constraint.
- D.** Create a new (related) Link Template with default values.

Answer: A (LEAVE A REPLY)

Explanation

Reference: https://docs.oracle.com/en/cloud/saas/field-service/18a/facmu/working-with-activities.html#t_createAc

NEW QUESTION: 45

Your customer does not want to manage work zone assignments for each individual technician resource because all technicians can work in the same areas without bias or preference.

Which two options fulfill that customer requirement?

- A. Assign all work zones at the parent level in the Resource Tree.
- B. Deselect "work zone support" in Business Rules to disable routing consideration of zones entirely.
- C. Create a single work zone with no work zone keys and assign it to all resources
- D. Deselect "work zone support" in the routing plan configuration screen for all routing plans.
- E. Create a single work zone group, with all zones included in the group, and assign it to the highest level in the resource tree.

Answer: ([SHOW ANSWER](#))

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