

# Latest Version: 6.0

## Question: 1

Which two statements are correct regarding the characteristics of an SLA window?

Response:

- A. An SLA window indicates when an activity should be completed.
- B. An SLA window indicates how long an activity should take to complete.
- C. An SLA window indicates that there is enough time available within it to perform an activity.
- D. An SLA window indicates when an activity should start.

**Answer: B**

## Question: 2

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: 3

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: DE**

**Question: 4**

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: 5**

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: 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

You want to create a new Activity Type. Which three features are disabled when you select "Multi-day activity"?

Response:

- A. enable "not started" trigger
- B. enable "day before trigger"
- C. support of preferred resources
- D. support of time slots
- E. calculate activity duration using statistics
- F. support of links

**Answer: ABE**

### Question: 8

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

**Answer: ABE**

**Question: 10**

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**