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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

Correct Answer: ADE

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

QUESTION 2

Which three options represent capabilities of the broadcast feature within Collaboration initiated via OFSC Mobility?

- A. broadcast messages to users based on their assigned Collaboration group(s)
- B. broadcast messages to users based on their proximity to a location on the map
- C. broadcast messages to users based on their compliance with Smart Location settings
- D. broadcast messages to users based on their matches to an activity's work zone, work skill, and timing requirements
- E. broadcast messages to users based on their assigned Help Desk(s)
- F. broadcast messages to users based on their assigned User Type

Correct Answer: CDF

QUESTION 3

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

Correct Answer: C

https://docs.oracle.com/cloud/february2017/fieldservicecs_gs/FASCL/Collaboration2.htm#FASCLConfigureUserGroups

AndHelpdesk-30EA0AD0

QUESTION 4

Your company has three different levels of "VIP" customers - Gold, Silver, and Bronze. On an Activity Details record, there is a read-only "VIP Status" property where one of these options will be selected.

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 only in the Activity Details screen for Gold VIP member?

- A. Create a Filter to only show the VoD Service Trial Property if "Gold" appears on the Activity Details page.
- B. Set a condition within the VoD Service Trial property to limit visibility.
- C. Use a regular expression to limit valid entries to "Gold" only.
- D. Add the VoD Service Trial property with a conditional Visibility to the Activity Details screen.

Correct Answer: B

QUESTION 5

Which two customer requirements are resolved using work skills?

- A. Activity assignments result in the least amount of travel time possible.
- B. Field resources are assigned certain activities based on the level of tenure they have at the company.
- C. Activity assignments do not result in overtime.
- D. Activities that have building access restrictions are only routed to resources that have access to the building.

Correct Answer: CD

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