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QUESTION 1

An activity with an "Installation" work skill exists in a bucket and is ready to be routed.

The resource has nowork skills designated on his or her record, but qualifies for that activity in all other categories.

How does routing handle the assignment of this activity?

A. Routing does not assign the activity to the resource and removes all assigned work that exists on that resource.

B. Routing allows the activity to be assigned to that resource.

C. Routing uses the work skill conditions to add the missing "Installation" work skill to the resource before assigning the activity to that resource.

D. Routing failswith a "no resource with required work skills" error.

Correct Answer: C

QUESTION 2

When receiving the Resource Tree, Which icon represents a "normal" load of activities for a field resource?

A.

B.

C.

D.

E.

A. Option A

B. Option B

C. Option C

D. Option D

E. Option E

Correct Answer: D

QUESTION 3

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".

Correct Answer: D

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

QUESTION 4

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 "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 activityproperties to the "Identify service request by" identifier context.

Correct Answer: A

QUESTION 5

Your customer\\'s technicians need to be able to send a notification to a 3rd-party system that a particular step has been taken while working on an activity.

You need to create an action link that can be usedby the technician to initiate this notification. This message will use the launch condition "Service request is created".

What base action must you specify?

A. \\'send_request\\'

B. \\'change_activity\\'

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C. \\'create_request\\'

D. \\'create_activity\\'

Correct Answer: C

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