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**Vendor:**Oracle

**Exam Code:**1Z0-1003-22

**Exam Name:**Oracle Field Service 2022  
Implementation Professional

**Version:**Demo

### QUESTION 1

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.

Correct Answer: A

[https://docs.oracle.com/en/cloud/saas/field-service/18c/facmu/working-withactivities.html#t\\_createActivityLinkTypes](https://docs.oracle.com/en/cloud/saas/field-service/18c/facmu/working-withactivities.html#t_createActivityLinkTypes)

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### QUESTION 2

Your customer wants help configuring a message scenario that, when launched, populates a proper\* (A\_TIME) with the time the message was created (message\_time\_of\_creation).

What must be entered in the subject and body of the message pattern to support this requirement?

- A. The message subject should be: {A\_TIME}. The message body should be: message\_time\_of\_creation.
- B. The message subject should be: message\_time\_of\_creation. The message body should be: A^TIME.
- C. The message subject should be: {message\_time\_of\_creation}. The message body should be: {A\_TIME}.
- D. The message subject should be: {A\_TIME}. The message body should be: {message\_time\_of\_creation}.
- E. The message subject should be: A.TIME. The message body should be: {message\_time\_of\_creation}.

Correct Answer: A

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### QUESTION 3

When creating a filter for use within the List/Time/Map/Daily screens in Oracle Field Service Cloud (OFSC), which

option specifically enables a user interacting with the filter on those screens to enter a value of their choice?

- A. Select the 'Dynamic' option when specifying the filter conditions.
- B. Select the 'Is not empty' option when specifying the filter conditions.
- C. Select the 'Contains' operator option when specifying the filter conditions.
- D. Select the 'In' operator option when specifying the filter conditions.

Correct Answer: B

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#### QUESTION 4

An Oracle Field Service Cloud (OFSC) Enterprise customer has enabled Street-Level Routing (SLR) for a particular routing plan.

Which additional capability becomes available as a result of this routing feature being enabled?

- A. the ability to set travel optimization goals either based on time or distance
- B. the ability to set travel optimization goals either based on cost or resource utilization
- C. the ability to set travel optimization goals based on current traffic data
- D. the ability to set travel optimization goals based on predicted traffic data

Correct Answer: A

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#### QUESTION 5

A dispatcher notices that there are a lot of yellow dots within the resource trace route on the map of their technicians.

Upon investigation, they find out that their technicians occasionally have to stop for about five minutes to verify the equipment in their truck enroute to a customer site. It is determined that this is acceptable behavior and should not be flagged on the resource trace.

Which configuration setting will ensure that these 5-minute stops along the route do not result in yellow dots displaying on the Map view?

- A. Set the 'Departure/Parking time = 15 minutes' on the Statistics configuration screen.
- B. Deselect 'Use durations reported to enhance company-wide estimations' setting on the ResourceType configuration screen.
- C. Set 'Resource is considered idle if remains at the same location for more than 15 minutes and does not have started activity' on the Business Rules configuration screen.
- D. Set 'Resource is considered to be at the activity location if the distance to it is less than 100 meters' on the Business Rules configuration screen.

Correct Answer: C

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## QUESTION 6

Your customer wants their field technicians to identify potential upsell opportunities for a premium service they offer by asking their customer whether they would be interested in receiving a free three-month trial.

The technician needs to capture and validate customer details to complete this three-month trial. Which three configurations meet this requirement?

- A. Create a File property with a Signature element for customers to complete if they are interested in receiving the trial.
- B. Create a String property with an Email element and use Formatting to ensure that only a valid email address can be entered if the customer would like to receive additional information.
- C. Create a String property with a Phone element and use a Regular Expression to ensure only properly formatted phone number can be entered if the customer would like to receive additional information.
- D. Create an Enumeration property with two radio buttons, one for "Yes" and another for "No".
- E. Create an Integer property with two check boxes, one for "Yes" and another for "No".

Correct Answer: ABD

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## QUESTION 7

Which two are correct statements regarding Daily Extract file data configuration?

- 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.

Correct Answer: CD

[https://docs.oracle.com/cloud/august2017/fieldservicecs\\_gs/FAADU/Administration-6.htm#FAADUID0000041b](https://docs.oracle.com/cloud/august2017/fieldservicecs_gs/FAADU/Administration-6.htm#FAADUID0000041b)

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## QUESTION 8

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

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

Correct Answer: BC

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### QUESTION 9

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

Correct Answer: D

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### QUESTION 10

Which two statements are true regarding integrations between OFSC and DBaaS?

- A. Customers with a BICS instance can use DBaaS as a data source for data migration to extend the current BICS data limit.
- B. Integration supports the transfer of OFSC data directly into DBaaS either in bulk once per day or automatically in real-time.
- C. Integration enables automatic bulk import of DBaaS data directly into OFSC as part of the Daily Upload file.
- D. DBaaS integration enables OFSC to act as a system of record for activity data.

Correct Answer: AB

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### QUESTION 11

A new Activity Type Group called 'Low Priority Work' has been created in Oracle Field Service Cloud (OFSC) and a number of Activity Types from the 'Customer' group have been moved into this new group.

You have been tasked to change the Time Slot for these Activity Types to 'All-Day' because they are low priority.

How do you configure this via the Activity Types screen?

- A. Modify the 'Low Priority Work' group and set the Time Slot to 'All-Day'.
- B. Select the first Activity Type within the group, click 'Modify' and set Time Slot to 'All-Day'. Then use the 'Clone' function to update the remaining Activity Types.
- C. For every Activity Type you need to modify, click the 'Modify' action and select the 'All-Day' Time Slot for them.
- D. Select the Activity Types within the group, and then click Time Slot and choose 'All-Day'.

Correct Answer: D

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## QUESTION 12

Which two statements are correct regarding activity assignment via Collaboration?

- A. An activity dragged and dropped into a Collaboration chat with a resource must be accepted by that resource in order for it to be assigned.
- B. An activity broadcasted via Collaboration as part of an Immediate routing plan schedule gets assigned to the first technician to accept it.
- C. An activity broadcasted via Collaboration as part of any type of routing plan schedule gets assigned to the first technician to accept it.
- D. An activity dragged and dropped into a Collaboration chat with a resource can be automatically assigned without the resource having to accept it.

Correct Answer: AB