

# QUESTIONS & ANSWERS

Kill your exam at first Attempt



**Oracle**

# 1Z0-628

*Oracle Field Service Cloud Service 2017 Implementation Essentials*

**QUESTION: 73**

Your customer has received some complaints about certain resources, and that information has been recorded within their CRM system. They want to pass this information along when activities are booked and sent to OFSC, so that it can be used as a routing constraint for any of their customer-facing Activity Types.

Which standard Activity Type features must be enabled to support this requirement?

- A. "Allow creation in buckets" and "Allow move between resources"
- B. "Allow to create from incoming interface" and "Support of preferred resources"
- C. "Allow to create from incoming interface" and "Allow move between resources"
- D. "Allow Mass Activities" and "Support of preferred resources"

**Answer: A**

**QUESTION: 74**

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: D**

**QUESTION: 75**

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

**QUESTION:** 76

You want to copy Thursday's Time Slot-Based quota to Friday. On the Quota by Time Slot view, what is a valid way of setting the quota grid so Friday's Quota is 85% of Thursday's Quota?

- A. Select Friday using the calendar. Click "Mass populate" and select the next day value = previous day value \* percent operation with an 85% value.
- B. Select Friday using the calendar. Click "Mass populate" and select the next day value = previous day value \* percent operation and select Thursday as the destination day with an 85% value.
- C. Select Thursday using the calendar. Click "Mass populate" and select the next day value = previous day value \* percent operation and select Friday as the destination day with an 85% value.
- D. Select Thursday using the calendar. Click "Mass populate" and select the copy day-to-day operation and select Friday as the destination day with an 85% value.
- E. Select Friday using the calendar. Click "Mass populate" and select the copy day-to-day operate and select Thursday as the destination day with an 85% value.

**Answer:** E

**QUESTION:** 77

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

**QUESTION:** 78

Which two statements are true regarding managing inventory within OFSC?

- A. A resource with eligible permissions can add inventory to his or her own pool.
- B. Missing required inventory does not restrict an activity from being completed.
- C. When customer inventory is de-installed, it is moved to the "Resource" pool.
- D. Filters can be created for inventory.

**Answer:** B, D

**QUESTION:** 79

Your customer wants routing to estimate accurate travel times from their resources' home locations to their first activities of the day when making automated assignments. What two configurations are required to be in place to support this requirement?

- A. Resource's "Start location" must be assigned for each weekday that routing should assign resource work.
- B. Resource's Home Zone Center must be assigned for each weekday routing should assign that resource work.
- C. Resource's "Start location" must be configured as a shared location at the resource's parent level in the resource tree.
- D. The resource type setting "Working time includes travel to first activity" must be selected.

**Answer:** A, D

**QUESTION:** 80

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

**Explanation:**

[https://docs.oracle.com/cloud/august2015/servicecs\\_gs/FAADU/FAADU.pdf](https://docs.oracle.com/cloud/august2015/servicecs_gs/FAADU/FAADU.pdf)

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