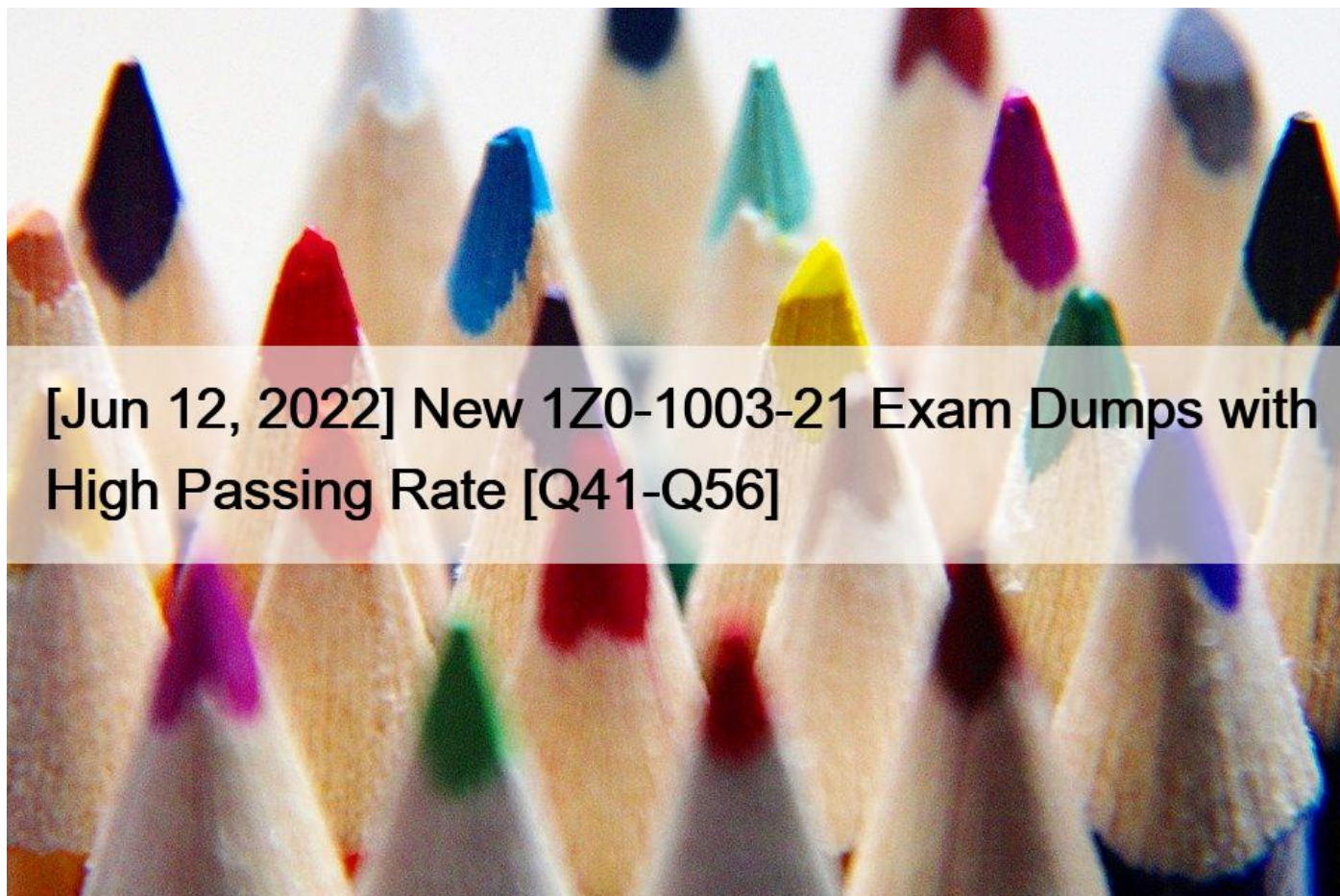


## [Jun 12, 2022 New 1Z0-1003-21 Exam Dumps with High Passing Rate [Q41-Q56]



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**NO.41** The key values for one of your work zones have changed and you need to update that work zone via a Metadata API call.

The problem is that some of the new key values might already be associated with other work zones, thereby creating potential conflicts.

What are you required to do within the `&#8220;Replace Work Zone&#8221;` API call to ensure that the keys sent in the request are the true values to be associated with the work zone you are updating?

- \* Include `{&#8220;autoResolveConflicts&#8221;: &#8220;1&#8221;}` as part of the body of the request.
- \* Specify a parameter of `&#8220;autoResolveconflicts=1&#8221;` within the request.
- \* Specify a parameter of `&#8220;autoResolveconflicts=true&#8221;` within the request.
- \* Include `{&#8220;autoResolveConflicts&#8221;: &#8220>true&#8221;}` as part of the body of the request.

Explanation

Reference: [https://docs.oracle.com/en/cloud/saas/field-service/18a/cxfsc/OFSC\\_Resolving\\_Conflicts\\_During\\_Wo](https://docs.oracle.com/en/cloud/saas/field-service/18a/cxfsc/OFSC_Resolving_Conflicts_During_Wo)

**NO.42** Which three statements are true regarding resource calendar options?

- \* Shifts can be used within a variety of work schedules.
- \* Nonworking time is used to identify known absences such as vacations or holidays.
- \* Nonworking reasons are set by default and cannot be modified.
- \* Holidays for calendars are defined using the configuration option of Holidays.
- \* Work Schedules can contain combinations of shifts and nonworking times.
- \* Working time can contain multiple work schedules.

Explanation

Reference: [https://docs.oracle.com/cloud/august2015/servicecs\\_gs/FAADU/FAADU.pdf\(278\)](https://docs.oracle.com/cloud/august2015/servicecs_gs/FAADU/FAADU.pdf(278))

**NO.43** Which two statements are true about registering Applications in OFSC?

- \* A unique Client ID and Client Secret must be entered for each registered Application.
- \* Applications support OAuth2 using tokens either from OFSC or external providers such as Oracle Identity CloudService.
- \* If the API Access section is left blank, then by default, the Application has read/write access to all available OFSC APIs.
- \* Applications support restricting access to a white list of certain IP addresses.
- \* Separate Applications must be registered if you will be integrating with both REST and SOAP APIs

Explanation

[https://docs.oracle.com/cloud/february2017/fieldservicecs\\_gs/CXFSC/OFSC\\_Configuring\\_Authentication\\_using](https://docs.oracle.com/cloud/february2017/fieldservicecs_gs/CXFSC/OFSC_Configuring_Authentication_using)

**NO.44** Your company has three different levels of VIP customers; Gold, Silver, and Bronze.

There is a read-only VIP Level property where one of these options will appear on the Edit/View Activity form of every applicable activity.

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 checkbox is visible on the Edit/View Activity form only for Gold VIP members?

- \* Create a filter to only show the VoD Service Trial property if Gold appears on the Edit/View Activity form.
- \* Use a regular expression to limit valid entries for the VoD Service Trial property to Gold only.
- \* Add the VoD Service Trial property with a default value of Gold to the Edit/View Activity form.
- \* Add the VoD Service Trial1 property with a conditional visibility to the Edit/View Activity form.

**NO.45** A customer wants to integrate OFSC with their existing DBaaS instance.

Which option lists the steps necessary to take to set up the real-time transfer of OFSC data directly into DBaaS?

- \* Clone the Daily Extract outbound integration channel as a DBaaS channel, select the data set entities specifying once daily as the data transfer option, then add fields to the entities.
- \* Clone the Daily Extract outbound integration channel as a DBaaS channel, select the data set entities specifying real-time as the data transfer option, then add fields to the entities.
- \* Create an outbound integration channel for DBaaS, select the data set entities specifying once daily as the data transfer option, then add fields to the entities.
- \* Create an outbound integration channel for DBaaS, select the data set entities specifying realtime as the data transfer option, then add fields to the entities.

**NO.46** Which three options are valid Units of measure; in a Resource Type section, that are used to determine how the icons are displayed in the Dispatch Console based on the resource's current load?

- \* Overtime cost
- \* Number of activities
- \* Travel time cost
- \* Working hours cost
- \* Hours
- \* Time percent

**NO.47** A customer has chosen to override learned activity durations for a period of time, after which they will revert back to having Oracle Field Service Cloud (OFSC) provide duration estimations based on learned behavior.

Which statement is accurate regarding how the statistics override option works?

- \* Activity duration override can only be started or stopped manually within the OFSC Core Application.
- \* Even though an activity duration override is in effect, OFSC still compiles statistically learned values from reported field activities.
- \* OFSC will begin updating statistically learned values from reported field activities once the override has stopped.
- \* An activity duration override can be applied for a type of activity even if a given resource has not yet completed an activity of that type.

**NO.48** A company has technicians in a local Austin office in the United States, which has been configured as a bucket within Oracle Field Service Cloud (OFSC).

They want all of their technicians to be able to work within the AUSTIN\_SOUTHWEST work zone, but also need just the technicians Sandra Bernstein and Larry Johnson to be able to work within the AUSTIN\_NORTHWEST work zone as well.

Which work zone configuration option meets these requirements?

- \* Assign the AUSTIN\_SOUTHWEST work zone to the Austin bucket.
- \* Assign the AUSTIN\_SOUTHWEST work zone to the Austin bucket and also set the AUSTIN\_NORTHWEST work zone individually on Sandra Bernstein and Larry Johnson's resource records.
- \* Assign both the AUSTIN\_SOUTHWEST and the AUSTIN\_NORTHWEST work zones to the Austin bucket.
- \* Assign the AUSTIN\_SOUTHWEST work zone to the Austin bucket and also set the AUSTIN\_NORTHWEST and the AUSTIN\_SOUTHWEST work zones individually on Sandra Bernstein and Larry Johnson's resource records.

**NO.49** A customer has found that there are some instances where their technicians have recorded either exceptionally short (for example, one-minute-wonders) or long (for example, they forgot to set the status to complete) activity durations.

Given the importance of accurate data in a time-based self-learning system, which two constraints are in place and can be modified to ensure that outlier circumstances such as these do not affect future activity duration estimations?

- \* Minimum relevant duration time in minutes; and Maximum relevant duration time in minutes;
- \* Personalize the estimation of activity duration; and Initial ratio of activity duration;
- \* Lower limit for personal ratio to calculate duration; and Upper limit for personal ratio to calculate duration;
- \* Minimum relevant travel time in minutes; and Maximum relevant travel time in minutes;

**NO.50** Which two default attributes serve as stand-alone keys for work zones?

- \* Service Code
- \* Completion Code

- \* Fault code
- \* Zip code
- \* Travel area
- \* City

**NO.51** What is the significance of the order of the activity filters within the Filters sections of the routing plan?

- \* The higher in the list, the higher the priority routing considers activities matching that filter's criteria.
- \* The filters are ordered such that the first filter applies to activities in existing routes, the second filter applies to non-scheduled activities, and the third to scheduled activities in the bucket.
- \* The lower in the list, the higher the priority routing considers activities matching that filter's criteria.
- \* The routing logic reviews the filters from top to bottom to determine which filter, and its associated costing parameters, should be applied when assigning the activity. Routing uses the first matching filter and ignores the rest.

Explanation

[https://docs.oracle.com/cloud/august2017/fieldservicecs\\_gs/FARCU/Routing-4.htm](https://docs.oracle.com/cloud/august2017/fieldservicecs_gs/FARCU/Routing-4.htm)

**NO.52** Where are permissions enabled for users to access Collaboration?

- \* the Business Rules configuration screen
- \* the Resource Information configuration screen
- \* the User Type configuration screen
- \* the Resource Type configuration screen

Explanation

[https://docs.oracle.com/cloud/february2017/fieldservicecs\\_gs/FASCL/Collaboration-2.htm#FASCLConfigureUs](https://docs.oracle.com/cloud/february2017/fieldservicecs_gs/FASCL/Collaboration-2.htm#FASCLConfigureUs)

**NO.53** After reviewing the overall performance metrics of their workforce, a company identified that their technicians are frequently arriving at jobs late.

They want to use reoptimization to reduce the amount of lateness and improve their technicians' on-time arrival.

Which setting is required to do this?

- \* Enable Reoptimization within the routing plan, then select `Reduce overdue`;
- \* Enable Reoptimization within the routing plan, then select `Assign overdue activities`;
- \* Enable Reoptimization within the routing plan, then select `Reduce overtime`;
- \* Enable Reoptimization within the routing plan, then select `Assign high priority activities`;
- \* Enable Reoptimization within the routing plan, then select `Optimize routes`;

Explanation

Reference <https://docs.oracle.com/en/cloud/saas/field-service/18a/farcu/using-routing-cloud-service.pdf>

**NO.54** You created an event subscription via the Core API and it returned a page identifier of `170322-439 0`; along with the subscription ID.

However, when you run a subsequent `Get Events` request using that subscription ID and same page identifier, the following is returned within the JSON-formatted response:

```
"found" : true,  
"nextPage" : "170322-439,0",  
"items" : [],
```



What is a valid reason why the `items` parameter is empty?

- \* The Core API `Business Events` parameter is set to `hidden`; within the Application being used for API authentication.
- \* There are no new subscription events as of the specified page identifier.
- \* The Core API `Collaboration Events` parameter is set to `hidden`; within the Application being used for API authentication.
- \* No relevant events were specified within the body of the request

**NO.55** Which two statements are correct about Daily Extract and BI Cloud Service (BICS) outbound integration channels?

- \* It is possible to name the entity tables and corresponding fields for reporting when configuring Daily Extract and BICS outbound integration channels.
- \* While Daily Extracts include data from the previous day, data can be sent through the BICS channel once per day or in real-time.
- \* Daily Extract and BICS channel configurations for a specific data set must contain the same fields.
- \* A given data set can only have one associated Daily Extract channel configuration and one associated BICS channel configuration.
- \* It is possible to clone the Daily Extract channel configuration for use with the BICS channel and vice versa.

Explanation

Reference

<https://docs.oracle.com/en/cloud/saas/field-service/18c/faded/about-daily-extract.html#about-daily-extract>

**NO.56** Your customer does not want to manage work zone assignments for each individual technician resource because all technicians can work in the same areas without bias or preference.

Which two options fulfill that customer requirement?

- \* Assign all work zones at the parent level in the Resource Tree.
- \* Create a single work zone with no work zone keys and assign it to all resources
- \* Deselect `work zone support` in Business Rules to disable routing consideration of zones entirely.
- \* Deselect `work zone support` in the routing plan configuration screen for all routing plans.
- \* Create a single work zone group, with all zones included in the group, and assign it to the highest level in the resource tree.

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