

Oracle

1Z0-1003-22 Exam

Oracle Cloud

Questions & Answers

(Demo Version - Limited Content)

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Question: 1

What happens when you enable the assignment parameter "Limit work by points"?

- A. If resources have shifts assigned to them with point values, routing will not assign activities whose cumulative point total exceeds the shift point value.
- B. Routing will use each activity's unique point value to prioritize assignment of higher point activities over lower point activities.
- C. Routing will not assign a given activity if that activity's point value exceeds the resource's maximum personal point limit.
- D. If a resource has a point value configured on their Resource Information screen, routing will limit assignment of additional activities if the cumulative point total exceeds the resource's point limit

Answer: D

Explanation:

https://docs.oracle.com/cd/E62445_01/4.5_SmartRouting_User_Guide.pdf

Question: 2

Your customer is using SLAs for some Activity Types. The <sla_window_start> parameter is empty when sending those activities to OFSC via API.

Which statement is true?

- A. OFSC will set the start date depending on the Customer contract rules set within OFSC.
- B. OFSC will not create the activity, and an error will be returned in the API response.
- C. OFSC always uses the Activity Creation Date as the SLA start date.
- D. OFSC will use the Activity Creation Date as the SLA start.
- E. OFSC will use available capacity to determine the most suitable start date.

Answer: D

Question: 3

The "Activity has not been started X minutes after ETA" display warning is set to 10 minutes. An activity's ETA is 9:00, the current time is 9:20 and the activity has not yet been started. Which warning will take place as a result of that configuration setting?

- A. The activity turns red and a Resource Tree warning appears.
- B. The activity turns red, a Resource Tree warning appears, and a message scenario is launched (if configured).
- C. The activity turns red
- D. A Resource Tree warning appears and a message scenario is launched (if configured).

Answer: D

Question: 4

A company has technicians in a local Austin office, which has been configured as a bucket within OFSC.

They want all their technicians to work in the AUSTIN_SOUTHWEST_WKZN work zone but would also like the technicians Sandra Bernstein and Larry Johnson to work in the AUSTIN_NORTHWEST_WKZN work zone as well.

How should you set the work zones in the Resource Tree for that local Austin office?

- A. Set the AUSTIN_SOUTHWEST_WKZN work zone at the Austin bucket level only.
- B. Set the AUSTIN_SOUTHWEST_WKZN work zone at the Austin bucket level and also set the AUSTIN_NORTHWEST_WKZN work zone individually on Sandra Bernstein and Larry Johnson.
- C. Set both the AUSTIN_SOUTHWEST_WKZN and the AUSTIN_NORTHWEST_WKZN at the Austin bucket level only.
- D. Set the AUSTIN_SOUTHWEST_WKZN work zone at the Austin bucket level and also set the AUSTIN_NORTHWEST_WKZN and the AUSTIN_SOUTHWEST_WKZN work zones individually on Sandra Bernstein and Larry Johnson.

Answer: D

Question: 5

Which two statements are true regarding OIC-OFSC integration?

- A. The OIC platform can only use SOAP-based adapters for OFSC integration; REST-based adapters will not function for the product combination.
- B. Each external system will still require custom code to integrate with OFSC, but OIC will provide a structural framework for the OFSC Inbound and Outbound APIs.
- C. Field mapping and process flows between OFSC and external systems can be accomplished through OIC's GUI.
- D. The OIC platform can only use REST-based adapters for OFSC integration; SOAP-based adapters will not function for the product combination.
- E. Using OIC to integrate OFSC with a customer's systems removes the need to develop custom middleware to integrate each system

Answer: C, E

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