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Oracle

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**Oracle Fusion Field Service 2026 Implementation
Professional**



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Question: 1

Unassigned activities must be held in the tree until routing assigns them to technicians.
Which resource holds them?

- A. A field resource (technician), which performs activities.
- B. A capacity area, which aggregates booking capacity.
- C. A bucket holding unassigned activities pending routing.
- D. A work zone, which defines a geographic area.

Answer: C

Question: 2

An implementer wants technicians to follow a consistent start-to-finish process with guided buttons on each step.
Which is configured?

- A. A work zone covering the technicians.
- B. A workflow in Workflow Manager.
- C. A bundling rule for the activities.
- D. A capacity area for booking.

Answer: B

Question: 3

Why use work skill conditions rather than assigning required skills to each activity manually?

- A. Work skill conditions derive the skills.
- B. Conditions define the customer tracking theme.
- C. Conditions set the booking quota.
- D. Conditions store attachment files.

Answer: A

Question: 4

What determines when a message scenario actually fires a notification?

- A. The work-zone keys.
- B. The user type's permissions.
- C. The routing plan's optimization goal.
- D. Its launch conditions.

Answer: D

Question: 5

How does Oracle Fusion Field Service typically estimate how long an activity will take?

- A. Solely from the work-zone geographic keys.
- B. From statistical learning.
- C. Solely from the user type's permissions.
- D. Solely from the customer tracking theme.

Answer: B

Question: 6

Activities are not being routed to a newly created resource.
Which resource-side configuration should be checked first?

- A. The resource type's receive setting.
- B. The screen context mapping.
- C. The Where's My Technician theme.
- D. The string property length.

Answer: A

Question: 7

Different groups of users must see different screens and menus in the application.
Which object controls this?

- A. The bundling rule.
- B. The user type controlling screens.
- C. The work zone assigned to the user.
- D. The custom map layer.

Answer: B

Question: 8

Routing must ensure a technician is both geographically appropriate and qualified for the job. Which two objects together enforce this?

- A. Work zones for both the geographic and the qualification match.
- B. User types for both matches.
- C. Work zones for geography and work skills for qualification.
- D. Bundling rules for both matches.

Answer: C

Question: 9

Before changing what technicians see when ending an activity, what must the implementer first identify?

- A. The end-activity screen and context.
- B. Which work zone the activity belongs to.
- C. Which capacity area applies.
- D. Which routing plan will run.

Answer: A

Question: 10

Where does an implementer define the steps and buttons that make up a technician's process?

- A. In a custom map layer.
- B. In a work zone.
- C. In a capacity area.
- D. In Workflow Manager.

Answer: D

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