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QUESTION 1

Which three statements are true?

A. Oracle Engagement Cloud shares a common data model with Oracle Sales Cloud and other Oracle Cloud Applications.

B. Oracle Engagement Cloud shares a common customization toolset including Sandboxes, Application Composer, Page Composer and Groovy scripting, with Oracle Sales Cloud and other Oracle Cloud Applications.

C. Like other Oracle Cloud Applications, Engagement Cloud provides REST APIs to integrate with other services.

D. Like other Oracle Cloud Applications, Engagement Cloud provides SOAP APIs to integrate with other services.

Correct Answer: ACD

QUESTION 2

If you did not use the Reference Implementationtemplate for your Digital Customer Service (DCS) application, you will
_____.

A. not be able to preview your application before you publish it

B. have to contact Oracle Support for the permission to deploy your custom DCS application

C. be required tomap roles so that the Visual Builder Cloud Service role matches the Engagement Cloud role

D. be required to create all of your own components for the display of Engagement Cloud objects

Correct Answer: D

QUESTION 3

To create a service request, you log in to Engagement Cloud, navigate to service > Service Request and then click
"Create Service Request".

Which set of field must be completed to save the service request (assume as-delivered field properties have not been
changed)?

A. Title, Status

B. Title

C. Title, Category, Severity, Status

D. Title, Status, Problem Description

E. Title, Category, Severity

Correct Answer: C

QUESTION 4

What four actions do the as-delivered Service Request components included in a Digital Customer Service (DCS) application enable a DCS user to do?

A. Chat with an Agent about a ServiceRequest.

B. View and edit attachments to a Service Request.

C. Create a Service Request.

D. Delete a Service Request.

E. Add a message to a Service Request.

Correct Answer: ABCD

QUESTION 5

Your customer noticed that all incoming messages containing MIME attachments that are either text or HTML are not beingreceived.

What is the problem?

A. An administrator needs to set the profile option SVC_EMAIL_PROCESS_UNKNOWN_CUST to Y and schedule the process.

B. The configured frequency to retrieve emails is too long.

C. Incoming messages have a custom filter.

D. Incorrect configuration of the inbound profile option: SVC_INBOUND_EMAIL_MAX_ATTACH_SIZE.

Correct Answer: C

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