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Oracle Engagement Cloud 2019 Implementations Essentials

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QUESTION 1

If you want to disable the ability to delete activities for all users, what action should you perform?

- A. Remove the "delete activities" button from all pages used by the users who have this access.
- B. Remove the "delete activities" role from all the users who have this role.
- C. Remove the "delete activities" privilege from all the roles for users who have this access.
- D. Remove the users of the roles who have the "delete activities" access.

Correct Answer: D

QUESTION 2

Your customer has the following requirement: when filtering service requests an agent wants to see by default all those service requests that are "New", whose channel type is "Web", and are assigned to them.

Which five activities should be completed by an agent on the SR list page in order to create an appropriate personalized service request search filter?

- A. In Advanced Search, confirm Record Set = Assigned to Me.
- B. Change the section identified with Status = New
- C. In Advanced Search, save and select the "Set as Default" box.
- D. In Advanced Search, select Action > Update.
- E. Click the Show Advanced Search icon.
- F. In Advanced Search, Add Channel Type = Web.

Correct Answer: ABCEF

QUESTION 3

Which two actions can you take when using Application Composer to create a new Trouble Ticket object?

- A. You can create a field rule or a field trigger on a field of the Trouble Ticket object but not both on the same field.
- B. You can create a trigger on the Trouble Ticket object using the Upon Import Into Database trigger event to update the custom "OpenTroubleTickets" of the Account object.
- C. You can set a field rule to validate that the Priority field of the Trouble Ticket object is between 1 and 5
- D. You can set an object rule to validate that a Trouble Ticket of Priority 1 cannot be saved without being assigned to a staff member.

Correct Answer: BC

QUESTION 4

Which is the main reason for this issue?

- A. There are no specific e-mail tasks available.
- B. The environment was not provisioned correctly and the service module is missing.
- C. The team members don't have the Email Administrator Role provisioned.
- D. The team members have not established the e-mail feature on the Offerings page.

Correct Answer: D

QUESTION 5

You want to configure the workflow for the standard Service Request (SR) object. Which four actions can you do?

- A. You can modify the workflow to update field values within the SR object.
- B. You can generate tasks for the SR object from the workflow.
- C. You must make the changes using the Page Composer tool.
- D. You will be required to code any new workflow actions in Groovy.
- E. You can send an e-mail notification to specified recipients.
- F. You can define the workflow to run when certain fields of the SRObjekt are changed.

Correct Answer: ABEF

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