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Oracle Policy Automation Cloud Service 2017 Implementation Essentials

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QUESTION 1

A customer has requested an interview that will create an incident in Service Cloud along with a number of tasks (linked to the incident).
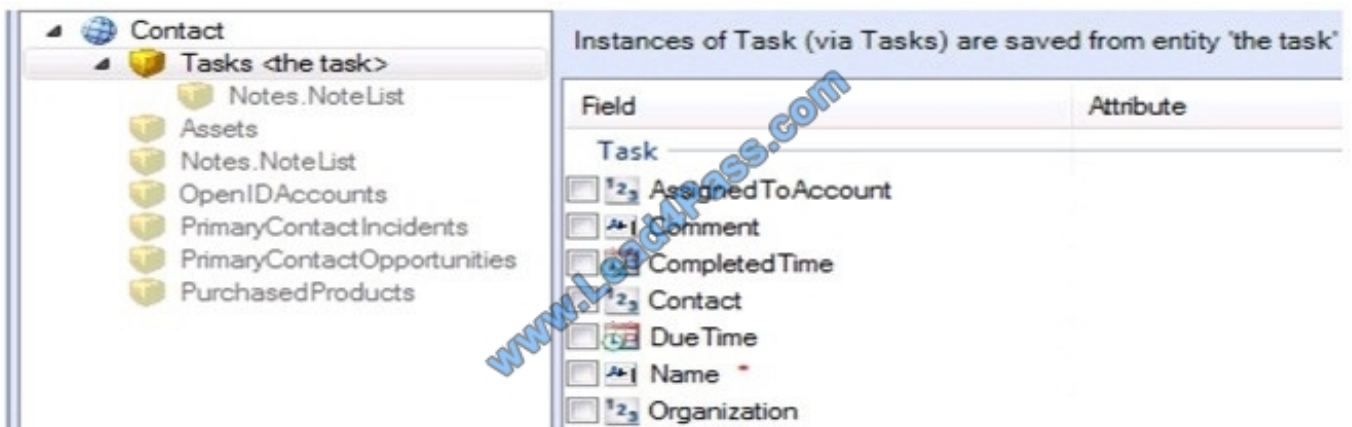
From a data mapping perspective at the entity level, how can this be achieved with the minimum number of steps?

A. Do not map the global entity. Create entities for both the task and incident objects and map these to the corresponding objects in Service Cloud.

B. Create a relationship between Tasks and Incidents in Service Cloud, map the global entity to the Task object and create a child entity for the Incident.

C. Map the global entity to the Task object and create an entity for the Incident object. Map the child entity to the Incident object in Service Cloud.

D. Map the global entity to the Incident object and create an entity for Task object. Map the child entity to the Task object in Service Cloud.

E. Map the global entity to both the Task and Incident objects, because primary objects can be mapped to directly.

Correct Answer: C

QUESTION 2

You are working on a new Policy Automation interview that will load and save data into Service Cloud. You set your Data Mapping Settings to connect to the Service Cloud instance and are using the Data | Output Mapping view in Policy Modeling to create the entities and attributes you want to work with.

You notice that the field "Name" has a red asterisk next to it.

What two statements are correct about what the red asterisk indicates?

A. You must save a value of this attribute into Service Cloud.

B. The values for this attribute come from a value list.

C. This field is required by Service Cloud.

D. This attribute must be used as the identifying attribute for the entity.

E. This attribute is currently the identifying attribute for the entity.

F. This attribute is not yet collected on a screen.

G. You must infer this attribute.

H. You must collect this attribute.

I. You must load a value of this attribute from Service Cloud.

Correct Answer: AF

Reference: https://www.oracle.com/technetwork/documentation/e79061-01-opm1047-3252369.pdf (383)

QUESTION 3

[Section 2]**the applicant qualifies for higher education assistance if**
    [Section 2.1]the applicant satisfies the financial criteria
        the applicant is not a full time employee
        or
        the applicant's yearly earnings in USD < 20000
    and
    [Section 2.2]the applicant satisfies the educational criteria
        the applicant has at least the minimum required number of exam points
            the applicant's number of exam points >= 10

▼ The applicant qualifies for higher education assistance. *Section 2*
☐ The applicant is not a full time employee.
☐ The applicant satisfies the educational criteria. *Section 2.2*
    ☐ The applicant has at least the minimum required number of exam points.

Which attribute in the rules was the silent (always) option applied to?

A. the applicant has at least the minimum required number of exam points

B. the applicant\\'s number of exam points

C. the applicant satisfies the financial criteria

D. the applicant satisfies the educational criteria

E. the applicant\\'s yearly earnings in USD

Correct Answer: A

QUESTION 4

You are given the following source material.

"The store must comply with the working regulations which are as follows. Employees under the age of 16 on the date they joined the company must not work more than 20 hours in any week. All other employees must not work more than 48 hours in any given week, unless they have chosen to opt out of the Working Time Directive regulations. Note the option to opt out is not available to employees under the age of 21."

You have created a policy model from the above source material, and have created and used all of the attributes below. Your rules include an entity of "the employee".

Which four are the minimal set of input attributes?

A. the number of hours the employee has worked in the week

B. the employee was aged under 16 on the date they joined the company

C. the employee has worked more than 48 hours in the week

D. the interview is complete

E. the employee is eligible to opt out of the Working Time Directive regulations

F. the employee has opted out of the Working Time Directive regulations

G. the employee\\'s date of birth

H. the date the employee joined the company

I. the store compiles with the working regulations

Correct Answer: CEFGH

QUESTION 5

You have a source material for your policy model that reads as follows:

"Only families who meet the minimum work and education requirement are eligible for the competitiveness credit. A family meets the work and education requirement if all of its members are either gainfully employed or enrolled in a full-time study program. Families in which a member does not meet the requirement but is actively searching for a job can apply for a waiver".

Which statement describes the entity structure that your policy model should have?

A. The rules will infer the necessary entities by using automatic data types.

B. Create an entity for "the family member" an entity for "the family", and an entity for "the minimum work and education requirement".

C. Create an entity for "the family member" and use the global entity.

D. Create an entity for "the family member" and an entity for "the family".

Correct Answer: B

Reference: https://www.oracle.com/technetwork/documentation/e79061-01-opm1047-3252369.pdf

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