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Oracle Engagement Cloud 2019 Implementations Essentials

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QUESTION 1

Which two keyboard shortcuts can be modified?

- A. OK
- B. Create Service Request
- C. Cancel
- D. Save and Continue
- E. Save and Close

Correct Answer: AB

QUESTION 2

Your customer is not able to use category filters for search and recommended results of Knowledge articles in his environment.

Which of the following is causing this behavior?

- A. The user doesn't have the role ENABLE_LOCALE_FILTER_ROLE.
- B. The profile CSO_ENABLE_KNOWLEDGE_FAVORITING is set to N.
- C. The batch job for recommendations has not been executed.
- D. The profile CSO_ENABLE_SVC_KMHOME is set to Y.
- E. The profile CSO_ENABLE_CATEGORY_FILTER is set to N.

Correct Answer: A

QUESTION 3

Which three options are advantages of a structured approach to Knowledge Management as implemented in Engagement Cloud?

- A. Shared Across the Organization: The information is available to all users given they possess the right roles, and is used and reused by them to create solutions and solve problems for other users.
- B. In-Article Content Scanning: Knowledge Management is designed to process information inside the documents to categorize them into the corresponding products and categories to make searches more effective.
- C. Single point of maintenance: The Knowledge Base can be maintained easily as it is centralized.
- D. Multi-Language Capabilities: Users can create their articles in their native language and enable Auto-Translate to make it available to users from other regions with different languages without effort.

E. Easy to Search: Knowledge Articles content and Service Request context can be used together to recommend the best Knowledge Articles to an agent.

Correct Answer: ABE

QUESTION 4

If you did not use the Reference Implementation template 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 to map 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 5

Which six Digital Customer Service (DCS) parts can be modified using Visual Builder Cloud Service (VBCS)?

- A. Object triggers
- B. Templates
- C. Business objects
- D. Languages
- E. Object workflows
- F. Pages
- G. Themes
- H. UI components

Correct Answer: ABCEFG

QUESTION 6

Given the entitlement rules below, if a high-severity service request (SR) is created on Thursday at 2 PM, which two options are true?

Condition Column Severity = High Calendar = 9AM to 5 PM, Monday - Friday, US EST Resolution Metric = 2880
Resolution Warning Threshold 120 First Response Metric = 360 First Response Warning Threshold

- A. Resolution is due on Saturday, 2 PM EST.
- B. If no action is taken on the SR, First Response warning will occur on Friday, 9 AM EST.
- C. First Response is due on Friday, 12 noon EST.
- D. If the SR is not resolved, Resolution warning will occur on Monday, 12 noon EST.

Correct Answer: BC

QUESTION 7

You have been asked to manage the availability of Knowledge articles. The requirement is that agents, internal users, and external users should all have a way of accessing the articles.

Which three options achieve your customer's requirement?

- A. Make them available to external users by giving them access to the internal "My Knowledge" page.
- B. Make them available externally to customers via My Digital Customer Service (DCS).
- C. Make them available to employees and agents via My Knowledge.
- D. Make them available internally to agents as part of the Service Request Knowledge Panel.
- E. Make them available for users with the "Knowledge Analyst" and "Knowledge Manager" roles only.

Correct Answer: BCE

QUESTION 8

Which two statements are true regarding the Audit History tab of a Service Request?

- A. It is enabled by default.
- B. It is available only to authorized administrators.
- C. It is searchable by date range, username, event type, event severity, and event duration.
- D. It is exportable to Excel.
- E. It allows users to save searches for later reuse.

Correct Answer: AE

QUESTION 9

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 fields 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 10

One of your service agents needs a new search filter on his Service Requests\ list page. How can the agent achieve this?

- A. Add fields from the advanced search functionality.
- B. Grant the agent Administrator permissions to add new search filters.
- C. Create a new search through the application composer.
- D. Create several personalized searches and create them to each other.

Correct Answer: C

QUESTION 11

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 SRObjct are changed.

Correct Answer: ABEF

QUESTION 12

To create a new Survey object, you create a sandbox and set it as active.

Which two statements are correct while creating your Survey object in Application Composer?

- A. Multiple users cannot use your sandbox at the same time.
- B. You can set a second sandbox as Active at the same time in order to begin working on another new object.
- C. Your changes won't be available to any other sandbox or to any application in the mainline application layer until you have published your sandbox.
- D. Your changes are isolated and do not impact other users' configuration environments or the production environment.

Correct Answer: CD

QUESTION 13

Select the correct procedure to enable the Audit History tab for Service Requests.

- A. Sign in to Engagement Cloud as an administrator. From the Navigation tool, select Setup and Maintenance. Select the "Service" tile from the list of products. Click "Setup" in the Administration section. In the Functional Areas section, select "Productivity Tools". Select the task "Manage Global Search Profile Options". Search for the profile option code for SR Audit. In the Profile Values section for the profile option code, select Yes in the Profile Values drop-down list. Save the configuration.
- B. Sign in to Engagement Cloud as a user. From the navigation tool, select "Set Preferences". Under "Service" select "Configure Audit History". From the "Enable" tab, click "Yes" for the "Show Audit History" option. Select the "Fields" tab and add all desired fields to the "Displayed Fields" column. Select the "Filters" tab, choose an available field, add the desired filter, and add the filter to the "Active Filters" list. Save the configuration.
- C. Sign in to Engagement Cloud as an administrator. From the Navigation tool, select Application Composer. At the top of the page choose "Appearance". Under General, click "Enable" next to "Show Audit History" option. Save the configuration.
- D. Sign in to Engagement Cloud as an administrator. From the Navigation tool, select Security Console. Select the Search icon and search for "Service Request Audit History". In the Profile values section, select Yes in the Profile Values drop-down list. Save the configuration.

Correct Answer: D

QUESTION 14

Digital Customer Service application configuration settings in json.cfg include which four options?

- A. Default communication preferences
- B. Knowledge management language locales
- C. Default chat channel preferences
- D. Service request links
- E. Knowledge management article links

F. Product and category filtering

G. Default notification preferences

H. Default timezone

Correct Answer: BDEF

QUESTION 15

Which two steps are needed to create a new business object in Digital Customer Service?

A. Assign the new business object to a new component.

B. Assign object access roles to an administrative user.

C. Map a Visual Builder Cloud Service business object to the object API.

D. Assign the new business object to a page.

Correct Answer: BC

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