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**QUESTION 1**

Your customer has informed you about a possible error in the screen pop-up when receiving a call. The problem is that the edit contact screen pop is shown whenever a call is received but most of the time the calls are regarding open Service Requests. As a result, agents have to navigate to that page, losing time and being ineffective.

What is causing the problem?

- A. Rules do not follow an order. When a call is received, the "edit contact" screen pop appears because it is the default rule that has been selected, regardless of the service request number or other tokens received.
- B. Rules follow a priority order. When the system finds a contact token it automatically opens the "edit contact" page, because that rule has been configured before the Service request rule, regardless if a service Request token is also available.
- C. A configuration in the pages tab of the screen pop is missing, the URL to the page to be displayed has not been provisioned. The URL is empty so the system shows the contact edit page.
- D. Screen pops are not configurable. When a call arrives, the system automatically opens the page of the object in question, these cases being the contact page.

Correct Answer: C

QUESTION 2

You are creating or editing a SmartText entry. Which four options can you insert into the entry?

- A. URLs
- B. Tables
- C. Images
- D. Variables
- E. Text
- F. Other SmartText entries

Correct Answer: BDEF

QUESTION 3

You have enabled email acknowledgement and have created a corresponding template. The acknowledgement e-mail is sent, but there is some standard text appended to the email that is not part of the template:

Standard text appended:

"Your request has been received and is being reviewed by our support staff. The reference number for your service request is: SR0000003006. (SVC-5295081)



Thank you for your patience. If you would like to communicate further about the service request, you can reply to this email and send it to the email address: nnn- test.fa.extservice.incoming.2@oracle.com. {# #SR0000003056# #}"

Which statement is true?

- A. You can completely eliminate the standard text appended by editing the message: SVC_EMAIL_ACK_FOR_KNOWN_CUST.
- B. You have to edit the e-mail template and add HTML code to customize the standard text section.
- C. You can eliminate part of the standard message, but cannot remove the User Details section, by editing the message: SVC_EMAIL_ACK_FOR_KNOWN_CUST.
- D. You cannot completely remove the appended message text but you can edit the appended text by editing the message: SVC_EMAIL_ACK_FOR_KNOWN_CUST.

Correct Answer: C

QUESTION 4

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 5

You have just created a new Digital Customer Service (DCS) application and now you need to add a user-registration option.

Which three steps should you perform to configure user self-registration in your DCS application?

- A. Configure the self-registrations to restrict registration to only existing Contacts.
- B. Configure your self-registrations so that they are automatically approved.
- C. Enable the self-registration steps in the "Manage Digital Customer Service Registration Profile Options" task.
- D. Disable the anonymous access option in your DCS application.

Correct Answer: ABD



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