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Oracle B2B Service 2020 Implementation Essentials

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QUESTION 1

Given the entitlement rules below, if ahigh-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 2

When creating localized Digital Customer Service applications, in which order would you perform the following steps?

1.

 Update the English message as needed for your DCS application.

2.

 Export the English language message bundle.

3.

 Translate the English message bundle to all desired languages.

4.

 Import translated message bundles.

A. 1,3,2,4

B. 3,2,4,1

C. 2,4,3,1

D. 1,2,3,4

Correct Answer: D

QUESTION 3

Your customer has informed you about a possible errorin 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, losingtime 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 alsoavailable.

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 4

Your customer has warned you that non-English speakers are going to get access to articles but all your articles are written in English.

Whichoption allows the customer to address the problem, so that all users can get articles in their native language?

A. Modify the original base locales of the articles to match the target language.

B. Deploy the Auto-Translate option on existing articles andturn on the "auto-Translate new articles" feature.

C. Enable new locales for the languages to be used and provision designated users to translate the articles.

D. Diagnose the usage of the articles to eliminate all nonused documents to avoid unnecessary translations.

Correct Answer: C

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

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