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Oracle B2B Service 2020 Implementation Essentials

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**QUESTION 1**

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 2

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 3

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 4

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 5

You have been instructed to implement the "My Knowledge" page for your customer's Engagement Cloud site.

Which is the correct first action in configuring "My Knowledge"?

- A. Use the task "Manage Administrator Profile Values", search for the "Enable My Knowledge Menu for All Users" profile option, and activate it.
- B. Use the task "manage Administrator Profile Values", search for the "Enable My Knowledge Menu for Service" profile option, and activate it.
- C. Use the task "Manage Service Request knowledge Profile Options", search for the "SVC_ENABLE_KNOWLEDGE_PAGE_EXTERNAL_USERS" profile option, and set "Site" value to "Yes".
- D. Use the task "ManageService Request knowledge Profile Options", search for the "SVC_ENABLE_ARTICLE_CREATION_EDITION" profile option, and set the "SITE" value to "Yes".
- E. Use the task "Manage Administrator Profile Values", search for the "Enable My Knowledge Menu for Help Desk" profile option, and activate it.
- F. Use the task "Manage Service Request knowledge Profile Options", search for the "SVC_ENABLE_KNOWLEDGE_IN_SR" profile option, and set "SITE" value to "Yes".

Correct Answer: A
