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QUESTION 1

You have been asked about some of the features of CTI notifications. Users want to be efficient in their time use, using alternate browser pages to carry out other activities when they are not receiving calls. However, the priority remains answering their client\'s calls, so they are forced to remain on the Engagement Cloud Page to avoid missing them.

Perform an analysis on the available features of Engagement Cloud and select the best viable answer to your customer\'s issue.

A. Engagement Cloudsupports push notifications sent to mobile phones, so users can be aware via phone when a client is calling.

B. A toast notification option is present, which consists of desktop notifications popping up regarding incoming calls, whether they are currentlyon the Engagement Cloud browser page or not.

C. A floating toolbar notification center can be configured, that is present all the time in the agent\'s screen to inform him/her of incoming calls, whether they are currently on the Engagement Cloud browserpage or not.

D. There is not current feature that may help users be aware of the presence of an incoming call if they are not currently in the Engagement Cloud browser page.

Correct Answer: C

QUESTION 2

Which three statements are true?

A. Oracle Engagement Cloud shares a common data model with Oracle Sales Cloud and other Oracle Cloud Applications.

B. Oracle Engagement Cloud shares a common customization toolset including Sandboxes, Application Composer, Page Composer and Groovy scripting, with Oracle Sales Cloud and other Oracle Cloud Applications.

C. Like other Oracle Cloud Applications, Engagement Cloud provides REST APIs to integrate with other services.

D. Like other Oracle Cloud Applications, Engagement Cloud provides SOAP APIs to integrate with other services.

Correct Answer: ACD

QUESTION 3

Which three types of data are included in the interaction associatedwith a normal call flow?

A. Start time of the call

B. Agent name

C. Service Request create date

D. Contact name

E. Channel

Correct Answer: BCD

QUESTION 4

You are creating a shared SmartText entry. Which option do you need to select to define a time period during which the entry is available to users?

A. Time Period

B. Duration

C. Available

D. Interval

E. Start/Stop

Correct Answer: B

QUESTION 5

You have enabled email acknowledgement and have created a corresponding template. The acknowledgement e-mail is sent, but there is somestandard 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, butcannot 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

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