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Oracle B2B Service 2022 Implementation Professional





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**QUESTION 1**

Your customer is asking for a modification of Lookup Types in Service Request.

You navigate to Setup and Maintenance > Service > Service Request, and click to display all tasks.

Which four lookups can be modified from this task list?

- A. Manage Service Request Products
- B. Manage Service Request Status Values
- C. Manage Service Request Categories
- D. Manage Service Request Severities
- E. Manage Service Request Queue
- F. Manage Service Request Resolutions

Correct Answer: ABCE

QUESTION 2

In which three situations can default coverage be applied?

- A. globally, to all service requests that do not have any other coverage
- B. for a specific SR category
- C. for a specific SR status
- D. for a specific period of time
- E. to a specific customer account

Correct Answer: ABD

QUESTION 3

Which two options are true about role synchronization for Digital Customer Service (DCS)?

- A. is required for every DCS instance
- B. also synchronizes userIDs and passwords between DCS and Engagement Cloud
- C. enables DCS user authentication through an identity management service (such as Engagement Cloud identity management)
- D. is real time



Correct Answer: AD

QUESTION 4

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 field 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 5

You created two assignment rules for service requests using the Use Score option. For some service requests both rules return a result with the same total points.

What will be the expected result in the assignment of a queue for these service requests?

- A. An error will occur; no queue is assigned to the service request.
- B. The queue defined in the first evaluated rule is always assigned to the service request.
- C. The queue defined by default is the one assigned to the servicerequest.
- D. The service request assignment will be unpredictable.

Correct Answer: B

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