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Oracle Engagement Cloud 2019 Implementations Essentials

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**QUESTION 1**

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 2

Digital Customer Service application configuration settings in json.cfg include which four options?

- A. Default communication preferences
- B. Knowledge management language locales
- C. Default chat channel preferences
- D. Service request links
- E. Knowledge management article links
- F. Product and category filtering
- G. Default notification preferences
- H. Default timezone

Correct Answer: BDEF

QUESTION 3

Which four actions does the REST API for Service Requests (SRs) allow?

- A. Update SR milestone
- B. Create SR
- C. Update SR assignee



D. Delete SR by SR number

E. Delete SR by SR title

Correct Answer: ABCD

QUESTION 4

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 5

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

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