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Oracle Engagement Cloud 2019 Implementations Essentials

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QUESTION 1

A service agent can create tasks from different system areas.

Identify three modules where a service agent can create and associate tasks.

- A. Sales opportunities
- B. Notes
- C. Contacts
- D. Social network
- E. Service requests

Correct Answer: ADE

QUESTION 2

Identify three considerations before starting the configuration of assignment rules to service requests.

- A. the attributes of queues to use as criteria for your rule assignments
- B. the candidates of service requests to use as criteria for your rule assignments
- C. the candidates of queues to use as criteria for your rule assignments
- D. the attributes of service requests to use as criteria for your rule assignments
- E. the rule sets you want to create and the rules to include in each rule set

Correct Answer: BCE

QUESTION 3

Oracle Engagement Cloud provides tools to add or modify which six types of entities?

- A. Icons
- B. Themes
- C. Object workflow
- D. Exports
- E. Reports
- F. Fields
- G. Objects



H. Roles and privileges

Correct Answer: DEFG

QUESTION 4

Which three subobject functions are included in the REST API for Service Requests (SRs)?

- A. Update SR reference
- B. Update resource manager
- C. Delete activity
- D. Update resource member
- E. Delete message

Correct Answer: ACD

QUESTION 5

Your customer has three service request child categories under the top-level service requestcategory "Accounts":

Gold Accounts Silver Accounts Basic Accounts

You now want to disable the "Silver Accounts" category. Which option meets the requirement?

- A. In Setup and maintenance > Service > Setup > Service Request > manage service Request Childcategories, search for the "Accounts" category and deselect the "Active" Column.
- B. In Setup and maintenance > Service > Setup > Service Request > Manage Service Request Categories, search for the "Silver Accounts" Category and expand it, click the "Inactive" button.
- C. In Setup and maintenance > Service > Setup > Service Request > Manage Service Request Categories, search for the "Accounts" Category and expand it, select the "Gold Accounts" and "Basic Accounts" child categories and click the "Inactive" button.
- D. In Setup and maintenance > Service > Setup > Service Request > Manage Service Request Categories, search for the "Accounts" Category and expand it, select the "Silver Accounts" child category and deselect the "Active" Column.

Correct Answer: B

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