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Oracle Engagement Cloud 2019 Implementations Essentials

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QUESTION 1

One of your service agents needs a new search filter on his Service Requests\\' list page. How can the agent achieve this?

A. Add fields from the advanced search functionality.

B. Grant the agent Administrator permissions to addnew search filters.

C. Create a new search through the application composer.

D. Create several personalized searches and create them to each other.

Correct Answer: C

QUESTION 2

Which three steps are required to set up a standard coverage for the following scenario:

High Severity SRs must be worked round-the-clock and resolved in 24 hours (a First Response metric is

not required), and the owner should be warned of pending expiration three hours before expiration?

A. Create a new standard coverage using the delivered Contracts Service Entitlements Entitlement Type.

B. Do not choose any optional criteria columns.

C. Choose all optional result columns.

D. Create an entitlement rule that specifies:-Condition Column Severity = High-Calendar = 24 by 7Resolution Metric = 1440-Resolution Warning Threshold 180-Appropriate Start and End Dates

Correct Answer: ABD

QUESTION 3

If you want to disable the ability to delete activities for all users, what action should you perform?

A. Remove the "delete activities" button from all pages used by the users who have this access.

B. Remove the "delete activities" role from all the users who have this role.

C. Remove the "delete activities" privilege from all the roles for users who have this access.

D. Remove the users of the roles who have the "delete activities" access.

Correct Answer: D

QUESTION 4

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 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 queuefor 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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