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QUESTION 1

Which three statements are true about the Oracle Service Cloud File menu? (Choose three.)

A. provides an exit from the application

B. provides quick access to any of the interfaces that may be available for an agent

C. can contain a shortcut for adding new records such as Contacts or Incidents

D. provides context-sensitive help for the agent

E. can include shortcuts to commonly used reports

Correct Answer: ABD

QUESTION 2

What is the maximum number of special characters that can be required in a password in addition to having lower and uppercase letters, two numbers, and a maximum character length of 10?

A. 8

B. 1

C. 6

D. 3

E. 5

Correct Answer: B

QUESTION 3

Your customer has team leads who are responsible for creating business rules and managing staff

accounts.

However, they should not be allowed to create or modify any profiles.

Which two options can be used to configure the Navigation Set for these team leads? (Choose two.)

A. Add the Configuration items of Rules and the Staff Account by Group report into the Home Tab and remove the default Navigation Set.

B. Keep the default Configuration Items in the Navigation Set and let the profile handle this.

C. Create a navigation set that only has "Rules" and all "Staff Management" items in the Navigation Set.

D. Add the Configuration items of Workspaces/ Workflows, Rules and the Staff Account by Group report into the Home Tab and remove the default Navigation Set.

Correct Answer: CD

QUESTION 4

Your customer has a number of custom fields that are no longer in use and would like to repurpose them for a new initiative.

Which set of custom field properties can you change as part of the repurpose work?

A. Column Name / Index / Interface Visibility / Notes

B. End-User Visibility / Data Type / Notes

C. Index / Size of Field / Hint / End-User Visibility

D. Label / Column Name / Data Type / Default Value

E. Column Name / Default Value / Hint / Notes

Correct Answer: D

QUESTION 5

You want to implement a privileged list of answers on the customer portal but answers with the Access Level you have created are showing up for all customers.

What change can you make with the Answer Access Level shown to make it function correctly?

A. There are too many access levels. One of those needs to be removed.

B. The access level being created should not have the "Visible" check box selected.

C. Nothing is wrong with the configuration set on the picture, so no changes are needed.

D. Only the label of the access level needs to be inserted and then saved.

Correct Answer: B

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