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Oracle B2B Service 2022 Implementation Professional





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**QUESTION 1**

You have been instructed to implement the "My Knowledge" page for your customer's Engagement Cloud site.

Which is the correct first action in configuring "My Knowledge"?

- A. Use the task "Manage Administrator Profile Values", search for the "Enable My Knowledge Menu for All Users" profile option, and activate it.
- B. Use the task "manage Administrator Profile Values", search for the "Enable My Knowledge Menu for Service" profile option, and activate it.
- C. Use the task "Manage Service Request knowledge Profile Options", search for the "SVC_ENABLE_KNOWLEDGE_PAGE_EXTERNAL_USERS" profile option, and set "Site" value to "Yes".
- D. Use the task "ManageService Request knowledge Profile Options", search for the "SVC_ENABLE_ARTICLE_CREATION_EDITION" profile option, and set the "SITE" value to "Yes".
- E. Use the task "Manage Administrator Profile Values", search for the "Enable My Knowledge Menu for Help Desk" profile option, and activate it.
- F. Use the task "Manage Service Request knowledge Profile Options", search for the "SVC_ENABLE_KNOWLEDGE_IN_SR" profile option, and set "SITE" value to "Yes".

Correct Answer: A

QUESTION 2

Which two are true characteristics about the lifecycle of a service request?

- A. If required, users can manually set the "Closed" status for a service request.
- B. Users can reopen a service request when the status is set to "Closed".
- C. Users can reopen a service request when the status is set to "Resolved".
- D. "Closed" status is set by an automatic job after a specified number of days.
- E. "Customer working" is one of the five seeded status types.

Correct Answer: CD

QUESTION 3

Which two statements are true regarding the Audit History tab of a Service Request?

- A. It is enabled by default.
- B. It is available only to authorized administrators.
- C. It is searchable by date range, username, event type, event severity, and event duration.



- D. It is exportable to Excel.
- E. It allows users to save searches for later reuse.

Correct Answer: AE

QUESTION 4

Your customer sells many kinds of specialized electronics equipment. When creating a service request (SR), an agent searches the product categories and chooses the appropriate type of equipment for that SR.

Identify three advantages of selecting the category correctly.

- A. The hierarchical structure of the categories helps to improve the service request classification.
- B. Categories determine the steps an agent must follow to close the service request.
- C. Categories facilitate the assignment of an agent to the service request.
- D. Categories improve the filtering of Knowledge articles that might contain a potential solution to the problem.
- E. Filter the selection of the product related to the service request, when filtering by a particular category.

Correct Answer: ACD

QUESTION 5

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 6

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 7

Immediately after your production deployment of Engagement Cloud your users report that the media toolbar is not being displayed.

Which are two reasons for this behavior?

- A. You have not enabled the Computer Telephony Integration (CTI) service.
- B. The only toolbar enabled is the default one, and you must configure at least two.
- C. You did not enable the vertical toolbar which is required, while the horizontal is optional.
- D. The signed-in user does not have the appropriate access privileges to a toolbar.
- E. You entered a toolbar height that is not more than 70 pixels.

Correct Answer: AC

QUESTION 8

You have just created a new Digital Customer Service (DCS) application and now you need to add a user-registration option.

Which three steps should you perform to configure user self-registration in your DCS application?

- A. Configure the self-registrations to restrict registration to only existing Contacts.
- B. Configure your self-registrations so that they are automatically approved.
- C. Enable the self-registration steps in the "Manage Digital Customer Service Registration Profile Options" task.
- D. Disable the anonymous access option in your DCS application.

Correct Answer: ABD

**QUESTION 9**

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 10

What is the main function of the Data Security Policies?

- A. defines the data a particular user can see and/or modify
- B. defines the views the application can access
- C. defines the privileges and roles a particular user can have
- D. defines the views or functionalities the user can access
- E. defines the actions a particular user can do

Correct Answer: D

QUESTION 11

Your customer is not able to use category filters for search and recommended results of Knowledge articles in his environment.

Which of the following is causing this behavior?

- A. The user doesn't have the role ENABLE_LOCALE_FILTER_ROLE.
- B. The profile CSO_ENABLE_KNOWLEDGE_FAVORITING is set to N.
- C. The batch job for recommendations has not been executed.
- D. The profile CSO_ENABLE_SVC_KMHOME is set to Y.
- E. The profile CSO_ENABLE_CATEGORY_FILTER is set to N.

Correct Answer: A

**QUESTION 12**

Your customer sells a wide variety of Mobile phones. To classify service requests efficiently you plan to create a new primary category called Mobile Phones.

Which four steps are required to define this new category?

- A. Select Create Category > Create Top-Level Category.
- B. Check the Active flag.
- C. Select the task Manage Service Request Categories.
- D. Select Status = "Active".
- E. Select Service Catalog in Functional Areas.
- F. Select Create Category > Create Child Category.
- G. Complete Category Name.

Correct Answer: ACDF

QUESTION 13

Identify two correct options about Application Composer, as the primary web-based tool within Engagement Cloud used to modify standard and custom objects.

- A. It allows edits to dashboard pages.
- B. It requires the use of a sandbox to modify the fields associated with standard and custom objects.
- C. It requires proper permissions to use the tools and additional permissions to edit the desired object.
- D. It includes a preview option for all standard and custom object pages.

Correct Answer: B

QUESTION 14

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 15

What three things should you do once you have established a global default coverage?

- A. Createan ESS job to Monitor Service Request Milestones.
- B. Create an ESS job to Aggregate Service Requests.
- C. Use Application Composer to configure warning emails about milestone compliance events.
- D. Use Application Composer to include milestones on the Service Request Layout if desired.

Correct Answer: ABD

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