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Oracle Engagement Cloud 2019 Implementations Essentials

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**QUESTION 1**

You are creating or editing a SmartText entry. Which four options can you insert into the entry?

- A. URLs
- B. Tables
- C. Images
- D. Variables
- E. Text
- F. Other SmartText entries

Correct Answer: BDEF

QUESTION 2

What four actions do the as-delivered Service Request components included in a Digital Customer Service (DCS) application enable a DCS user to do?

- A. Chat with an Agent about a ServiceRequest.
- B. View and edit attachments to a Service Request.
- C. Create a Service Request.
- D. Delete a Service Request.
- E. Add a message to a Service Request.

Correct Answer: ABCD

QUESTION 3

Select the correct procedure to enable the Audit History tab for Service Requests.

- A. Sign in to Engagement Cloud as an administrator. From the Navigation tool, select Setup and Maintenance. Select the "Service" tile from the list of products. Click "Setup" in the Administration section. In the Functional Areas section, select "Productivity Tools". Select the task "Manage Global Search Profile Options". Search for the profile option code for SR Audit. In the Profile Values section for the profile option code, select Yes in the Profile Values drop-down list. Save the configuration.
- B. Sign in to Engagement Cloud as a user. From the navigation tool, select "Set Preferences". Under "Service" select "Configure Audit History". From the "Enable" tab, click "Yes" for the "Show Audit History" option. Select the "Fields" tab and add all desired fields to the "Displayed Fields" column. Select the "Filters" tab, choose an available field, add the desired filter, and add the filter to the "Active Filters" list. Save the configuration.
- C. Sign in to Engagement Cloud as an administrator. From the Navigation tool, select Application Composer. At the top



of the page choose "Appearance". Under General, click "Enable" next to "Show Audit History" option. Save the configuration.

D. Sign in to Engagement Cloud as an administrator. From the Navigation tool, select Security Console. Select the Search icon and search for "Service Request Audit History". In the Profile values section, select Yes in the Profile Values drop-down list. Save the configuration.

Correct Answer: D

QUESTION 4

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 5

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 6

Your customer noticed that all incoming messages containing MIME attachments that are either text or HTML are not being received.

What is the problem?



- A. An administrator needs to set the profile option SVC_EMAIL_PROCESS_UNKNOWN_CUST to Y and schedule the process.
- B. The configured frequency to retrieve emails is too long.
- C. Incoming messages have a custom filter.
- D. Incorrect configuration of the inbound profile option: SVC_INBOUND_EMAIL_MAX_ATTACH_SIZE.

Correct Answer: C

QUESTION 7

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 8

Which two actions can you take when using Application Composer to create a new Trouble Ticket object?

- A. You can create a field rule or a field trigger on a field of the Trouble Ticket object but not both on the same field.
- B. You can create a trigger on the Trouble Ticket object using the Upon Import Into Database trigger event to update the custom "OpenTroubleTickets" of the Account object.
- C. You can set a field rule to validate that the Priority field of the Trouble Ticket object is between 1 and 5
- D. You can set an object rule to validate that a Trouble Ticket of Priority 1 cannot be saved without being assigned to a staff member.

Correct Answer: BC

QUESTION 9



Your customer has the following requirement: when filtering service requests an agent wants to see by default all those service requests that are "New", whose channel type is "Web", and are assigned to them.

Which five activities should be completed by an agent on the SR list page in order to create an appropriate personalized service request search filter?

- A. In Advanced Search, confirm Record Set = Assigned to Me.
- B. Change the section identified with Status = New
- C. In Advanced Search, save and select the "Set as Default" box.
- D. In Advanced Search, select Action > Update.
- E. Click the Show Advanced Search icon.
- F. In Advanced Search, Add Channel Type = Web.

Correct Answer: ABCEF

QUESTION 10

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 11

Which statement is correct when describing the process of adding assignment rules from Service Setup?

- A. Use the "Manage Service Assignment Rules" task, access the appropriate rules sets, create new rule (s), add conditions and actions, save and publish.
- B. Use the "Manage Service Request Assignment Object" task, access and lock the appropriate objects, create new rule set(s), add conditions and actions, save and publish.
- C. Use the "Manage Service Assignment Rules" task, access and lock the appropriate rules sets, create new rule(s),



add conditions and actions, save and close.

D. Use the "Manage Service Request Assignment Object" task, access the applicable service requests, create and apply new rule set(s) to the service requests, add conditions and actions, save and close.

Correct Answer: D

QUESTION 12

Which is the main reason for this issue?

- A. There are no specific e-mail tasks available.
- B. The environment was not provisioned correctly and the service module is missing.
- C. The team members don't have the Email Administrator Role provisioned.
- D. The team members have not established the e-mail feature on the Offerings page.

Correct Answer: D

QUESTION 13

Your customer has warned you that non-English speakers are going to get access to articles but all your articles are written in English.

Which option allows the customer to address the problem, so that all users can get articles in their native language?

- A. Modify the original base locales of the articles to match the target language.
- B. Deploy the Auto-Translate option on existing articles and turn on the "auto-Translate new articles" feature.
- C. Enable new locales for the languages to be used and provision designated users to translate the articles.
- D. Diagnose the usage of the articles to eliminate all nonused documents to avoid unnecessary translations.

Correct Answer: C

QUESTION 14

Which two options are true about reporting on milestones?

- A. Administrator-defined milestone data is not included in Analytics.
- B. No standard reports on milestones are provided.
- C. Milestone reporting is performed via the CRM Service Request Real-Time subject area.
- D. An as-delivered SLA Infolet shows near-overdue and overdue milestones.

Correct Answer: AD



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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