



Oracle

Exam Questions 1z0-993

Oracle Engagement Cloud 2018 Implementations Essentials

NEW QUESTION 1

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

Answer: BCDEF

NEW QUESTION 2

Identify three correct options about the User Administration (My Profile, Sign Up, and/or Registrar.) Requests) components in Digital Customer Service (DCS).

- A. enable agents to review and approve (or reject) access requests to the DCS instance
- B. allow users to request access to the DCS instance
- C. enable authenticated users to view details about their profile including their roles
- D. enable customer administrators to review and approve (or reject) access requests to the DCS instance

Answer: ACD

NEW QUESTION 3

Your customer wants to have a vertical Media Toolbar instead of the Horizontal one. Which statement is true?

- A. The only Vertical Toolbar that you can enable is the Notifications Toolbar.
- B. The Vertical Toolbar is always required, while the Horizontal Toolbar and notifications are optional.
- C. You must set the Vertical Toolbar as the Default, and deactivate all Horizontal Toolbars.
- D. The Horizontal Toolbar is always required, while the Vertical Toolbar and notifications are optiona

Answer: C

NEW QUESTION 4

Your customer has noticed that emails are being retrieved every day only at 3:00 PM. This behavior began three days ago and no configuration changes were made during that time.

What is the cause of this new behavior?

- A. a configured Job to process inbound emails
- B. an inbound message filter per time schedule 9
- C. an inbound message filter per sender
- D. a configured profile option to schedule the retrieval of emails

Answer: B

NEW QUESTION 5

Which two statements are true about system-to-system authentication between Digital Customer Service (DCS) and Oracle Engagement Cloud?

- A. It must be configured by a user signed in to the Oracle Visual Builder Cloud Service with a valid developer or administrator account.
- B. It is configured exclusively via the Engagement Cloud Security Console.
- C. It enables anonymous users to search the DCS knowledge base.
- D. It does not require matching passwords between Engagement Cloud and DC

Answer: BC

NEW QUESTION 6

Which two options are true about role synchronization for Digital Customer Service (DCS)?

- A. also synchronizes user IDs and passwords between DCS and Engagement Cloud
- B. is required for every DCS instance
- C. is real time
- D. enables DCS user authentication through an identity management service (such as Engagement Cloud identity management)

Answer: BC

NEW QUESTION 7

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 the applicable service requests, create and apply new rule set(s) to the service requests, add conditions and actions, save and close.
- C. 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.
- D. 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.

Answer: B

NEW QUESTION 8

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

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

Answer: CDE

NEW QUESTION 9

Digital Customer Service application configuration settings in json.cfg include which four options?

- A. Knowledge management article links
- B. Service request links
- C. Default notification preferences
- D. Default communication preferences
- E. Default chat channel preferences
- F. Default time zone.
- G. Knowledge management language locales
- H. Product and category filtering

Answer: ABGH

NEW QUESTION 10

Your customer has informed you about a possible error in the screen pop-up when receiving a call. The problem is that the edit contact screen pop is shown whenever a call is received but most of the time the calls are regarding open Service Requests. As a result, agents have to navigate to that page, losing time and being ineffective.

What is causing the problem?

- A. Screen pops are not configurabl
- B. When a call arrives, the system automatically opens the page of the object in question, these cases being the contact page.
- C. Rules follow a priority orde
- D. When the system finds a contact token it automatically opens the "edit contact" page, because that rule has been configured before the Service request rule, regardless if a Service Request token is also available,
- E. Rules do not follow an orde
- F. When a call is received, the "edit contact" screen pop appears because it is the default rule that has been selected, regardless of the service request number or other tokens received.
- G. A configuration in the pages tab of the screen pop is missing, the URL to the page to be displayed has not been provisione
- H. The URL is empty so the system shows the contact edit page.

Answer: D

NEW QUESTION 10

Your client needs to associate a product item to a product group but cannot make the association. What should you check to identify the cause?

- A. Validate that Allow Duplicate is selected on the product item.
- B. Verify that Root Catalog is selected on the product groups.
- C. Verify that Eligible for Service is selected on the product item.
- D. Validate that the product item is active and publishe

Answer: D

NEW QUESTION 15

Which Four statements are correct about hotkeys for Action Commands?

- A. They can be assigned to a custom action script.
- B. They allow a user to escalate a service request.
- C. They can all be modified.
- D. They have default values.
- E. They allow a user to copy a service request.
- F. They allow a user to forward a service reques

Answer: BCDF

NEW QUESTION 16

Your customer has asked you to investigate a possible bug In their Engagement Cloud Knowledge Base-Users ate authoring and publishing articles but these articles are not visible to other users even though the visibility for every article is set to all users.

What could be causing this behavior?

- A. Users that want to see immediate updates to articles must have the article In their favorites, so that it is identified as a document of interest and the user will be informed that there has been an update published.
- B. Authors need to make their articles available in order to set them as favorites, so other users can be notified as the articles are updated.
- C. There is a configuration failure in the publishing tas

- D. A user provisioned as "Knowledge Manager" must ensure that the "automatic refresh for articles" option is set to "Yes" from the "Manage Administrator Profile Values" task.
- E. Articles are available to users only after the application updates the knowledge base search index.
- F. This happens at regular intervals and there might be some elapsed time before the search index is updated.

Answer: D

NEW QUESTION 19

Which two are required to publish a completed Digital Customer Service (DCS) application?

- A. a single "publish" action to complete the task
- B. system administrator approval
- C. moving the application to Staging and subsequently to Production status
- D. nothing (DCS applications are always available to all users.)

Answer: CD

NEW QUESTION 20

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

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

Answer: ABC

NEW QUESTION 23

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. Incorrect configuration of the inbound profile option: SVC_INBOUND_EMAIL_MAX_ATTACH_SIZE
- D. Incoming messages have a custom filter

Answer: D

NEW QUESTION 24

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

Answer: C

NEW QUESTION 28

Milestones are not getting applied to service requests in the customer environment. Identify three causes.

- A. Entitlement rules are not valid for the service request.
- B. The Starts When criteria of the milestone is not True.
- C. The scheduled process has not been set up.
- D. No default coverages are set up

Answer: BCD

NEW QUESTION 33

For which two groups of functions can keyboard shortcuts be set?

- A. Personal Activity Functions
- B. Administrator (that is, "Power") Commands
- C. Action Commands
- D. Button Access Keys

Answer: BC

NEW QUESTION 34

You want to configure the workflow for the standard Service Request (SR) object. Which four actions can you do?

- A. You will be required to code any new workflow actions in Groovy.
- B. You must make the changes using the Page Composer tool.
- C. You can send an e-mail notification to specified recipients.
- D. You can define the workflow to run when certain fields of the SR object are changed.
- E. You can modify the workflow to update field values within the SR object.
- F. You can generate tasks for the SR object from the workflo

Answer: CDEF

NEW QUESTION 37

Which option describes the automated page presentation for incoming calls?

- A. a feature that displays a detailed caller profile based on your customer's country when you answer your phone
- B. a feature that displays a caller-appropriate application page based on your customer's native language when you answer your phone
- C. a feature that displays a caller-appropriate application page based on a set of navigation rules defined for your customer when you answer your phone
- D. a feature that displays a detailed caller profile based on a customizable set of parameters defined for your customer when you answer your phone

Answer: A

NEW QUESTION 40

You have been asked about some of the features of CT1 notifications- Users want to be efficient in their time use, using alternate browser pages to carry out other activities when they are not receiving calls. However, the priority remains answering their client's calls, so they are forced to remain on the Engagement Cloud Page to avoid missing them. Perform an analysis on the available features of Engagement Cloud and select the best viable answer to your customer's issue.

- A. There is no current feature that may help users be aware of the presence of an incoming call If they are not currently in the Engagement Cloud browser page.
- B. A floating toolbar notification center can be configured, that is present all the time in the agent's screen to inform him/her of incoming calls, whether they are currently on the Engagement Cloud browser page or not.
- C. A toast notification option is present, which consists of desktop notifications popping up regarding incoming calls, whether they are currently on the Engagement Cloud browser page or not.
- D. Engagement Cloud supports push notifications sent to mobile phones, so users can be aware via phone when a client is calling.

Answer: B

NEW QUESTION 43

Select three correct limits and restrictions when importing data from a file.

- A. If the values in the imported CSV file contain a new line character, then they must be enclosed within quotation marks.
- B. The maximum number of records in each CSV file should not exceed the maximum limit ,000,000 records.
- C. Groovy Scripts and object workflows that have been configured for the object being imported are always executed.
- D. Both create and update operations are available for imported records.
- E. By default, the import starts immediately after it is activate

Answer: CDE

NEW QUESTION 44

If you did not use the Reference Implementation template for your Digital Customer Service (DCS) application, you will _____.

- A. be required to create all of your own components for the display of Engagement Cloud objects
- B. not be able to preview your application before you publish it
- C. have to contact Oracle Support for the permission to deploy your custom DCS application
- D. be required to map roles so that the Visual Builder Cloud Service role matches the Engagement Cloud role

Answer: A

NEW QUESTION 47

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_LOCAL£_FILTER_ROLE.
- B. The profile CSO_ENABLE_CATEGORY_FILTER is set to N.
- C. The profile CSO_ENABLE_KNOWLEDGE_FAVORITING is set to N.
- D. The batch job for recommendations has not been executed.
- E. The profile CSO_ENABLE_SVC_KMHOME is set to

Answer: A

NEW QUESTION 50

A new customer has acquired Engagement Cloud and you have been asked to enable Knowledge Management for their Engagement Cloud site. You know you have to follow the correct order of actions to do so. Which two options do you have to carry out first to start the implementation of Knowledge Management?

- A. Use the task "Manage Service Request Knowledge Profile Options" to enable Knowledge.
- B. Ensure you have the "Knowledge Manager" role.
- C. Use the "Manage Knowledge Locales" task to set a default locale on user.
- D. Enable the "My Knowledge Menu" for the Help Desk.
- E. Use the task 'Manage Administrator Profile Values" to enable My Knowledg

F. D F) Schedule the Knowledge Search Batch Process to run every 15 minutes.

Answer: CE

NEW QUESTION 55

You need to extract all Service Request (SR) data from your Engagement Cloud site from the last 12 months. Identify two valid approaches to get this large volume of data.

- A. You can schedule a single export as an ESS job (also known as a "scheduled process") for all 12 months of SR data.
- B. You can schedule incremental exports as ESS jobs (also known as a "scheduled process") on a periodic basis, such as weekly or monthly.
- C. You can download image volumes of SR data from the Analytics interface.
- D. You must retrieve large volumes of data through a REST API endpoint

Answer: CD

NEW QUESTION 57

Given the entitlement rules below, If a high-severity service request (SR) is created on Thursday at 2 PM, which two options are true?

- Condition Column Severity = High
- Calendar - 9 AM to 5 PM, Monday - Friday, US EST
- Resolution Metric = 2880
- Resolution Warning Threshold 120
- First Response Metric = 360
- First Response Warning Threshold 120

- A. First Response is due on Friday, 12 noon EST.
- B. If no action is taken on the SR, First Response warning will occur on Friday, 9 AM EST.
- C. Resolution is due on Saturday, 2 PM EST.
- D. If the SR is not resolve
- E. Resolution warning will occur on Monday, 12 noon ES

Answer: AB

NEW QUESTION 59

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

- A. Remove the users of the roles who have the "delete activities" access.
- B. Remove the "delete activities" privilege from all the roles for users who have this access.
- C. Remove the "delete activities" role from all the users who have this role.
- D. Remove the "delete activities" button from all pages used by the users who have this access

Answer: A

NEW QUESTION 61

Which three statements are true?

- A. Oracle Engagement Cloud shares a common customization toolset including Sandboxes, Application Composer, Page Composer and Groovy scripting, with Oracle Sales Cloud and other Oracle Cloud Applications.
- B. Oracle Engagement Cloud shares a common data model with Oracle Sales Cloud and other Oracle Cloud Applications.
- C. Like other Oracle Cloud Applications, Engagement Cloud provides SOAP APIs to integrate with other services.
- D. Like other Oracle Cloud Applications, Engagement Cloud provides REST APIs to integrate with other service

Answer: BCD

NEW QUESTION 64

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

Answer: DE

NEW QUESTION 67

Which three types of data are included in the Interaction associated with a normal call flow?

- A. Contact name
- B. Channel
- C. Service Request create date
- D. Start time of the call
- E. Agent name

Answer: ACE

NEW QUESTION 69

You are at the beginning of an Engagement Cloud implementation project and your team is not able to find some of the email setup tasks. Which is the main reason for this issue?

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

Answer: D

NEW QUESTION 70

Your customer wants their milestones to only be due during working hours on weekdays. What characteristics of the Coverage Times must be configured?

- A. The customer must configure at least one interval for every day from Monday to Friday.
- B. The customer must set the time zone to UTC
- C. The customer must configure a lunch break on weekdays.
- D. The customer can optionally configure intervals for Saturday and Sunda

Answer: A

NEW QUESTION 72

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 queue for these service requests?

- A. An error will occur; no queue is assigned to the service request.
- B. The service request assignment will be unpredictable.
- C. The queue defined in the first evaluated rule is always assigned to the service request.
- D. The queue defined by default is the one assigned to the service reques

Answer: C

NEW QUESTION 75

You are starting a new Engagement Cloud project implementation, and one of your customer requirements is to share service request information through Oracle Social Network.

In which way can you enable the service requests to be shareable on Oracle Social Network?

- A. Setup and maintenance > Sales > Service Request > Manage Oracle Social Network Objects
- B. Setup and maintenance > Service > Configuration and Security > 5service Request > Manage Oracle Social Network Objects for Service
- C. Setup and maintenance > Service > Setup > Productivity Tools > Manage Custom Objects for Service
- D. Setup and maintenance > Service > Setup > Productivity Tools > Manage Oracle Social Network Objects for Service

Answer: B

NEW QUESTION 78

Which three subject functions are included in the RFST API for Service Requests (SRs)?

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

Answer: ABC

NEW QUESTION 82

You are creating a shared SmartText entry. Which option do you need to select to define a time period during which the entry is available to users?

- A. Start/Stop
- B. Duration
- C. Time Period
- D. Available
- E. Interval

Answer: B

NEW QUESTION 86

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

Answer: BCDE

NEW QUESTION 89

You have been asked to manage the availability of Knowledge articles. The requirement is that agents, internal users, and external users should all have a way of accessing the articles.

Which three options achieve your customer's requirement?

- A. Make them available internally to agents as part of the Service Request Knowledge Panel.
- B. Make them available to external users by giving them access to the internal "My Knowledge"
- C. Make them available to employees and agents via My Knowledge.
- D. Make them available for users with the "Knowledge Analyst" and "Knowledge Manager" roles only.
- E. Make them available externally to customers via Digital Customer Service (DCS).

Answer: CDE

NEW QUESTION 92

Which six Digital Service (DCS) parts can be modified using Visual Builder Cloud Service (VBCS)?

- A. UI components
- B. Themes
- C. Object triggers
- D. Business objects
- E. Languages
- F. Pages
- G. Object workflows
- H. Templates

Answer: BCDFGH

NEW QUESTION 94

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

- A. You can set a field rule to validate that the Priority field of the Trouble Ticket object is between 1 and 5.
- 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 create a field rule or a field trigger on a field of the Trouble Ticket object but not both on the same field.
- 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.

Answer: AB

NEW QUESTION 97

Which four actions does the REST API for Service Requests (SRs) allow?

- A. Delete SR by SR title a
- B. Update SR assignee
- C. Delete SR by SR number
- D. Update SR milestone
- E. Create SR

Answer: BCDE

NEW QUESTION 102

What is the main function of the Data Security Policies?

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

Answer: A

NEW QUESTION 103

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