

Exam Questions 1z0-993

Oracle Engagement Cloud 2018 Implementations Essentials

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NEW QUESTION 1

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 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 an entitlement rule that specifies:- Condition Column Severity - High- Calendar = 24 by 7-.Resolution Metric = 1440- Resolution Warning Threshold 180-Appropriate Start and End Dates
- B. Do not choose any optional criteria columns.
- C. Create a new standard coverage using the delivered Contracts Service Entitlements Entitlement Type.
- D. Choose all optional result column

Answer: A

NEW QUESTION 3

A service agent can create tasks from different system areas. Identify three modules where a service agent can create and associate tasks.

- A. Contacts
- B. Service requests
- C. Sales opportunities
- D. Notes
- E. Social network

Answer: BCE

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 three options are defined by a standard coverage rule?

- A. the start and end date for applying the rule
- B. a commitment to handle SRs within certain SLAs
- C. the time in minutes before the First Response milestone is due
- D. the date and time of the last customer response
- E. a condition that applies based on the severity of the service request

Answer: CDE

NEW QUESTION 6

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 7

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 8

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 9

Which two keyboard shortcuts can be modified?

- A. Save and Close
- B. Cancel
- C. Create Service Request
- D. Save and Continue
- E. OK

Answer: CE

NEW QUESTION 10

Your client has noticed that inbound emails from customers are not creating or updating requests. Which step should they perform to automate it?

- A. Enable SVC_ENABLE_INBOUND_EMAIL_DEFAULT_PROCESSING.
- B. Enable SVC_SR_INBOUND_EMAIL_AUTO_UPDATE.
- C. Adjust permissions on all customer's profiles,
- D. Adjust the inbound message filter

Answer: B

NEW QUESTION 10

Your client has already established a product catalog of sales products and now wants to include service products to categorize service requests. You suggest the creation of a new catalog.

What are two advantages of creating a new service catalog instead of using an existing one?

- A. allows use of a simpler hierarchy
- B. allows the display of a product hierarchy specifically for service purposes
- C. allows you to use the same product hierarchy as sales
- D. requires less work and effort

Answer: CD

NEW QUESTION 15

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 17

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 21

When creating localized Digital Customer Service applications, in which order would you perform the following steps?

1. Update the English messages as needed for your DCS application.
2. Export the English language message bundle.

3. Translate the English message bundle to all desired languages.
4. Import translated message bundles.

- A. 1,2,3,4
- B. 3,2,4,1
- C. 2,4,3,1
- D. 1,3,2,4

Answer: A

NEW QUESTION 24

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 inde
- F. This happens at regular intervals and there might be some elapsed time before the search Index is updated.

Answer: D

NEW QUESTION 25

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

Answer: BDE

NEW QUESTION 27

Which two options are true about repotting on milestones?

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

Answer: BC

NEW QUESTION 30

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_CREAT10N_EDITION" profile option, and set the "Site" value to "Yes".

Answer: C

NEW QUESTION 31

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

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

Answer: DE

NEW QUESTION 34

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 u

Answer: BCD

NEW QUESTION 39

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 40

Which four of the following are required to connect to the Engagement Cloud REST API? A. a user with role access to the object being called

- A. VPN access to your Engagement Cloud instance
- B. the use of Java
- C. the use of SSL
- D. the correct URI
- E. a general understanding of REST resource types

Answer: BCDE

NEW QUESTION 42

Oracle Engagement Cloud provides tools to add of modify which six types of entities?

- A. Themes
- B. Reports
- C. Exports
- D. Icons
- E. Objects
- F. Roles and privileges
- G. Object workflow
- H. Fields

Answer: BCEH

NEW QUESTION 45

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 49

Because of capacity Issues in your Call Center, you have been asked to modify the number of simultaneous chats that an agent can be assigned from 4 to 2. Which two steps do you have to follow to limit the channel capacity as required?

- A. Select the Manage Capacities task.
- B. In the Qualifying Status Values window, select a status from the No Effect on Workload list and move it to the Adds to Workload list.
- C. In the Work Assignments section, modify the default value in the Capacity field to a new value.
- D. Modify the default values In the Capacity fields for the channel

Answer: BD

NEW QUESTION 54

Which is the correct order of steps to add and use a new condition columns to the entitlement rules for a standard coverage?

1. Create a matrix class with the attribute.
2. Modify a service mapping and add the desired attribute.
3. Specify the values for new column in one or more entitlement rules.
4. Use the new/modified entitlement type in the standard coverage.
5. Include the attribute from the optional results columns to the available metrics.

- A. 1, 2, 5, 3, 4
- B. 2, 1, 4, 5, 3
- C. 1, 2, 3, 4, 5
- D. 2, 4, 1, 5, 3

Answer: D

NEW QUESTION 58

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 59

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 61

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

Answer: CE

NEW QUESTION 62

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 66

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 67

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 70

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 71

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 74

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 75

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 79

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 83

Milestones are a key component of Service Entitlements. Identify three correct options regarding milestones.

- A. Milestones can be configured to start, pause, or complete based on a complex expression with AND, OR, and parentheses.
- B. Milestones are customizable by an administrator to include any number of organization-specific milestone types.
- C. Milestones are actions on a service request (SR) that must be completed by a specific time.
- D. Milestones are commitments to handle SRs within certain timelines.
- E. Milestones can be one of four default types: 'First Response', 'Second Response', 'Final Action', and 'Resolution'.

Answer: ABE

NEW QUESTION 85

Your Engagement Cloud site has had the Knowledge function enabled. Your internal users want to author articles. Unfortunately, they cannot find the option to create new articles.

What option could cause this problem?

- A. The Base Locale for the articles has not been enabled in the correct language.
- B. The "Show article snippet in search and recommend" option has not been selected in the task "Manage Administrator Profile Values".
- C. The User Group selected for authoring articles has been set to "External".
- D. Users have not been given the "Knowledge Analyst" rol

Answer: D

NEW QUESTION 88

What should you do to enable Password Reset in Digital Customer Service (DCS)?

- A. Enable the "Password Reset" option in the User Administration component.
- B. Obtain the Change Password Link and add it to your DCS page.
- C. Add the Password Reset component to your DCS application.
- D. Instruct users that they can only change their password by chatting with an agent.

Answer: B

NEW QUESTION 91

What three things should you perform to show product images in the Product Picker component in Digital Customer Service (DCS)?

- A. Add images as the product image will not be pulled from Engagement Cloud.
- B. Add product ID(s) to the database component.
- C. Configure products groups and product items in Engagement Cloud.
- D. Add the Product object to your DCS application.

Answer: BCD

NEW QUESTION 96

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 proper permissions to use the tool and additional permissions to edit the desired object.
- C. It includes a preview option for all standard and custom object pages.
- D. It requires the use of a sandbox to modify the fields associated with standard and custom object.

Answer: D

NEW QUESTION 99

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 Request.

Answer: BCDE

NEW QUESTION 101

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 103

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 106

Your customer has three service request child categories under the top-level service request category "Accounts":

- Gold Accounts
- Silver Accounts
- Basic Accounts

You now want to disable the "Silver Accounts" category. Which option meets the requirement?

- A. In Setup and maintenance > Service > Setup > Service Request > Manage Service Request Child Categories, search for the "Accounts" Category and deselect the "Active" Column.

B. In Setup and maintenance > Service > Setup > Service Request > Manage Service Request Categories, search for the "Silver Accounts" Category and expand it, click the "Inactive" button.

C. In Setup and maintenance > Service > Setup > Service Request > Manage Service Request Categories, search for the "Accounts" Category and expand it, select the "Gold Accounts" and "Basic Accounts" child categories and click the "Inactive" button.

D. In Setup and maintenance > Service > Setup > Service Request > Manage Service RequestCategories, search for the "Accounts" Category and expand it, select the "Silver Accounts" child category and deselect the "Active" Column.

Answer: B

NEW QUESTION 109

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

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

Answer: ABDF

NEW QUESTION 112

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 117

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 119

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