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Oracle B2B Service 2020 Implementation Essentials

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QUESTION 1

You need to extract all service Request (SR) data from your Engagement Cloud site fromthe 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 download large volumes of SR data from theAnalytics interface.

C. You must retrieve large volumes of data through a REST API endpoint.

D. You can schedule incremental exports as ESS jobs (also known as a "scheduled process") on a periodic basis, such as weekly or monthly.

Correct Answer: AB

QUESTION 2

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 threeoptions achieve your customer\\'s requirement?

A. Make them available to external users by giving them access to the internal "My Knowledge" page.

B. Make them available externally to customers via My Digital Customer Service (DCS).

C. Make them availableto employees and agents via My Knowledge.

D. Make them available internally to agents as part of the Service Request Knowledge Panel.

E. Make them available for users with the "Knowledge Analyst" and "Knowledge Manager" roles only.

Correct Answer: BCE

QUESTION 3

Which three statements are true?

A. Oracle Engagement Cloud shares a common data model with Oracle Sales Cloud and other Oracle Cloud Applications.

B. 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.

C. Like other Oracle Cloud Applications, Engagement Cloud provides REST APIs to integrate with other services.

D. Like other Oracle Cloud Applications, Engagement Cloud provides SOAP APIs to integrate with other services.

Correct Answer: ACD

QUESTION 4

Which two steps are needed to create a new business object in Digital Customer Service?

A. Assign the new business object to a new component.

B. Assign object access roles to an administrative user.

C. Map a Visual Builder Cloud Service business object to the object API.

D. Assign the new business object to a page.

Correct Answer: BC

QUESTION 5

Your customer asked you to modify the default severity value for new service requests. Which three steps should you follow to make the change?

A. Navigate to Setup andMaintenance > Service > Service Request > Manage Service Request Profile Options.

B. Select the profile SVC_SR_DEFAULT_SEVERITY_CD.

C. Lock the Profile Option for editing.

D. Modify the Profile Value and save.

E. Unlock and publish the new selected profilevalue.

F. Select View > Detach.

Correct Answer: BDE

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