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QUESTION 1

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

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

Correct Answer: ABC

QUESTION 2

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

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

Correct Answer: DEFG

QUESTION 3

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 4

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 5

Which two keyboard shortcuts can be modified?

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

Correct Answer: AB

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