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Oracle B2B Service 2022 Implementation Professional

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**QUESTION 1**

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

A. not be able to preview your application before you publish it

B. have to contact Oracle Support for the permission to deploy your custom DCS application

C. be required tomap roles so that the Visual Builder Cloud Service role matches the Engagement Cloud role

D. be required to create all of your own components for the display of Engagement Cloud objects

Correct Answer: D

**QUESTION 2**

Yourcustomer sells a wide variety of Mobile phones. To classify service requests efficiently you plan to create a new primary category called Mobile Phones.

Which four steps are required to define this new category?

A. Select Create Category > Create Top-Level Category.

B. Check the Active flag.

C. Select the task Manage Service Request Categories.

D. Select Status = "Active".

E. Select Service Catalog in Functional Areas.

F. Select Create Category > Create Child Category.

G. Complete Category Name.

Correct Answer: ACDF

**QUESTION 3**

To create anew Survey object, you create a sandbox and set it as active.

Which two statements are correct while creating your Survey object in Application Composer?

A. Multiple users cannot use your sandbox at the same time.

B. You can set a second sandbox as Activeat the same time in order to begin working on another new object.

C. Your changes won\'t be available to any other sandbox or to any application in the mainline application layer until you have published your sandbox.

D. Your changes are isolated and do not impact other users\\' configuration environments or the production environment.

Correct Answer: CD

## QUESTION 4

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

A. is required for every DCS instance

B. also synchronizes userIDs and passwords between DCS and Engagement Cloud

C. enables DCS user authentication through an identity management service (such as Engagement Cloud identity management)

D. is real time

Correct Answer: AD

## QUESTION 5

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