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QUESTION 1

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

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

Correct Answer: ABEF

QUESTION 2

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 3

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



Correct Answer: B

QUESTION 4

Identify the sequence of steps you must follow to disable the Service Communication channels.

- A. Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Click the pencil icon in the Features column for Service > Deselect all the options.
- B. Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Select the "Disable" column in "Service entitlements"
- C. Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Click the pencil icon in the Features column for Communication Channels > Deselect the "Communication" option.
- D. Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Click the pencil icon in the Features column for Service > Deselect the "Communication Channels" option.
- E. Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Deselect the "Enable" column in "Communication Channels".

Correct Answer: C

QUESTION 5

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 the Product object to your DCS application.
- C. Add product ID(s) to the database component.
- D. Configure products groups and product items in Engagement Cloud.

Correct Answer: BCD

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