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Oracle Engagement Cloud 2019 Implementations Essentials

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QUESTION 1

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

1.
Update the English message 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. 1,3,2,4
- B. 3,2,4,1
- C. 2,4,3,1
- D. 1,2,3,4

Correct Answer: D

QUESTION 2

Which three subobject functions are included in the REST API for Service Requests (SRs)?

- A. Update SR reference
- B. Update resource manager
- C. Delete activity
- D. Update resource member
- E. Delete message

Correct Answer: ACD

QUESTION 3

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

Correct Answer: ACD

QUESTION 4

Select three correct limits and restrictions when importing data from a file.

- A. Both create and update operations are available for imported records.
- B. By default, the import starts immediately after it is activated.
- C. Groovy Scripts and object workflows that have been configured for the object being imported are always executed.
- D. The maximum number of records in each CSV file should not exceed the maximum limit of 10,000,000 records.
- E. If the values in the imported CSV file contain a new line character, then they must be enclosed within quotation marks.

Correct Answer: ABC

QUESTION 5

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

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