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QUESTION 1

Which two are required to publish a completed Digital Customer Service (DCS) application?

A. a single "publish" action to complete the task

B. nothing (DCS applications are always available to all users.)

C. moving the application to Staging and subsequently to Production status

D. system administrator approval

Correct Answer: BC

QUESTION 2

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 3

Which six Digital Customer Service (DCS) parts can be modified using Visual Builder Cloud Service (VBCS)?

A. Object triggers

B. Templates

C. Business objects

D. Languages

E. Object workflows

F. Pages

G. Themes

H. UI components

Correct Answer: ABCEFG

QUESTION 4

Which option describes the automated page presentation for incoming calls?

A. a feature that displays a caller-appropriate application page based on your customer\\'s native language when you answeryour phone

B. a feature that displays a caller-appropriate application page based on a set of navigation rules defined for your customer when you answer your phone

C. a feature that displays a detailed caller profile based on a customizable set of parameters defined for your customer when you answer your phone

D. a feature that displays a detailed caller profile based on your customer\\'s country when you answer your phone

Correct Answer: D

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