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Oracle Engagement Cloud 2019 Implementations Essentials

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QUESTION 1

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

QUESTION 2

You have enabled email acknowledgement and have created a corresponding template. The acknowledgement e-mail is sent, but there is somestandard text appended to the email that is not part of the template:

Standard text appended:

"Your request has been received and is being reviewed by our support staff. The reference number for your service request is: SR0000003006. (SVC-5295081)

Thank you for your patience. If you would like to communicate further about the service request, you can reply to this email and send it to the email address: nnn- test.fa.extservice.incoming.2@oracle.com. {# #SR0000003056# #}"

Which statement is true?

A. You can completely eliminate the standard text appended by editing the message: SVC_EMAIL_ACK_FOR_KNOWN_CUST.

B. You have to edit the e-mail template and add HTML code to customize the standard text section.

C. You can eliminate part of the standard message, butcannot remove the User Details section, by editing the message: SVC_EMAIL_ACK_FOR_KNOWN_CUST.

D. You cannot completely remove the appended message text but you can edit the appended text by editing the message: SVC_EMAIL_ACK_FOR_KNOWN_CUST.

Correct Answer: C

QUESTION 3

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

QUESTION 4

Your customer is asking for amodification of Lookup Types in Service Request.

You navigate to Setup and Maintenance > Service > Service Request, and click to display all tasks.

Which four lookups can be modified from this task list?

A. Manage Service Request Products

B. Manage Service Request Status Values

C. Manage Service Request Categories

D. Manage Service Request Severities

E. Manage Service Request Queue

F. Manage Service Request Resolutions

Correct Answer: ABCE

QUESTION 5

One of your service agents needs a new search filter on his Service Requests\\' list page. How can the agent achieve this?

A. Add fields from the advanced search functionality.

B. Grant the agent Administrator permissions to addnew search filters.

C. Create a new search through the application composer.

D. Create several personalized searches and create them to each other.

Correct Answer: C

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