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Oracle Engagement Cloud 2019 Implementations Essentials

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QUESTION 1

If you did not use the Reference Implementation template 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 to map 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

Given the entitlement rules below, if a high-severity service request (SR) is created on Thursday at 2 PM, which two options are true?

Condition Column Severity = High Calendar = 9AM to 5 PM, Monday ?Friday, US EST Resolution Metric = 2880 Resolution Warning Threshold 120 First Response Metric= 360 First Response Warning Threshold

- A. Resolution is due on Saturday, 2 PM EST.
- B. If no action is taken on the SR, First Response warning will occur on Friday, 9 AM EST.
- C. First Response is due on Friday, 12 noon EST.
- D. If the SR is not resolved, Resolution warning will occur on Monday, 12 noon EST.

Correct Answer: BC

QUESTION 3

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 4

Which three steps are required to set up a standard coverage for the following scenario:

High Severity SRs must be worked round-the-clock and resolved in 24 hours (a First Response metric is not required), and the owner should be warned of pending expiration three hours before expiration?

- A. Create a new standard coverage using the delivered Contracts Service Entitlements Entitlement Type.
- B. Do not choose any optional criteria columns.
- C. Choose all optional result columns.
- D. Create an entitlement rule that specifies:-Condition Column Severity = High-Calendar = 24 by 7Resolution Metric = 1440-Resolution Warning Threshold 180-Appropriate Start and End Dates

Correct Answer: ABD

QUESTION 5

Your customer asked you to modify the default severity value for new service requests. Which three steps should you follow to make the change?

- A. Navigate to Setup and Maintenance > Service > Service Request > Manage Service Request Profile Options.
- B. Select the profile SVC_SR_DEFAULT_SEVERITY_CD.
- C. Lock the Profile Option for editing.
- D. Modify the Profile Value and save.
- E. Unlock and publish the new selected profile value.
- F. Select View > Detach.

Correct Answer: BDE

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