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QUESTION 1

If you did not use the Reference Implementationtemplate 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 tomap 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

Your customer has asked to investigate a possible bug in their Engagement Cloud Knowledge Base. Users are authoring and publishing articles but these articles are not visible to other users even though the visibility for every article is set to all users.

What could be causing this behavior?

A. Authors need to make their articles available in order to set them as favorites, so other users can be notified as the articlesare updated.

B. Articles are available to users only after the application updates the knowledge base search index. This happens at regular intervals and there might be some elapsed time before the search index is updated.

C. There is a configuration failure in the publishing task. A user provisioned as "Knowledge Manager" must ensure that the "automatic refresh for articles" option is set to "Yes" from the "Manage Administrator Profile Values" task.

D. Users that want to see immediate updates to articlesmust have the article in their favorites, so that it is identified as a document of interest and the user will be informed that there has been an update published.

Correct Answer: B

QUESTION 3

Your customer is not able to use category filters for search and recommended results of Knowledge articles in his environment.

Which of the following is causing this behavior?

A. The user doesn\'t have the role ENABLE_LOCALE_FILTER_ROLE.

B. The profile CSO_ENABLE_KNOWLEDGE_FAVORITING is set to N.

C. The batch job for recommendations has not been executed.

D. The profile CSO_ENABLE_SVC_KMHOME is set to Y.

E. The profile CSO_ENABLE_CATEGORY_FILTER is set to N.

Correct Answer: A

QUESTION 4

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 5

What is the main function of the Data Security Policies?

A. defines the data a particular user can see and/or modify

B. defines the views the application can access

C. defines the privileges and roles a particular user can have

D. defines the views or functionalities the user can access

E. defines the actions a particular user can do

Correct Answer: D

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