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Oracle Engagement Cloud 2019 Implementations Essentials

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QUESTION 1

Which four actions does the REST API for Service Requests (SRs) allow?

- A. Update SR milestone
- B. Create SR
- C. Update SR assignee
- D. Delete SR by SR number
- E. Delete SR by SR title

Correct Answer: ABCD

QUESTION 2

You have just created a new Digital Customer Service (DCS) application and now you need to add a user-registration option.

Which three steps should you perform to configure user self-registration in your DCS application?

- A. Configure the self-registrations to restrict registration to only existing Contacts.
- B. Configure your self-registrations so that they are automatically approved.
- C. Enable the self-registration steps in the "Manage Digital Customer Service Registration Profile Options" task.
- D. Disable the anonymous access option in your DCS application.

Correct Answer: ABD

QUESTION 3

To create a service request, you log in to Engagement Cloud, navigate to service > Service Request and then click "Create Service Request".

Which set of field must be completed to save the service request (assume as-delivered field properties have not been changed)?

- A. Title, Status
- B. Title
- C. Title, Category, Severity, Status
- D. Title, Status, Problem Description
- E. Title, Category, Severity

Correct Answer: C

QUESTION 4

You have been asked about some of the features of CTI notifications. Users want to be efficient in their time use, using alternate browser pages to carry out other activities when they are not receiving calls. However, the priority remains answering their client's calls, so they are forced to remain on the Engagement Cloud Page to avoid missing them.

Perform an analysis on the available features of Engagement Cloud and select the best viable answer to your customer's issue.

- A. Engagement Cloud supports push notifications sent to mobile phones, so users can be aware via phone when a client is calling.
- B. A toast notification option is present, which consists of desktop notifications popping up regarding incoming calls, whether they are currently on the Engagement Cloud browser page or not.
- C. A floating toolbar notification center can be configured, that is present all the time in the agent's screen to inform him/her of incoming calls, whether they are currently on the Engagement Cloud browser page or not.
- D. There is not current feature that may help users be aware of the presence of an incoming call if they are not currently in the Engagement Cloud browser page.

Correct Answer: C

QUESTION 5

Your Engagement Cloud site has had the knowledge function enabled. Your internal users want to author articles. Unfortunately, they cannot find the option to create new articles.

What option could cause this problem?

- A. The User Group selected for authoring articles has been set to `External`.
- B. The Base Locale for the articles has not been enabled in the correct language.
- C. Users have not been given the "Knowledge Analyst" role.
- D. The "Show article snippet in search and recommend" option has not been selected in the task "Manage Administrator Profile Values".

Correct Answer: C

QUESTION 6

Because of capacity issues in your Call Center, you have been asked to modify the number of simultaneous chats that an agent can be assigned from 4 to 2.

Which two steps do you have to follow to limit the channel capacity as required?

- A. Modify the default values in the Capacity fields for the channels.

- B. Select the Manage Capacities task.
- C. In the Work Assignments section, modify the defaultvalue in the Capacity field to a new value.
- D. In the Qualifying Status Values window, select a status from the No Effect on Workload list and move it to the Adds to Workload list.

Correct Answer: AD

QUESTION 7

You are creating or editing a SmartText entry. Which four options can you insert into the entry?

- A. URLs
- B. Tables
- C. Images
- D. Variables
- E. Text
- F. Other SmartText entries

Correct Answer: BDEF

QUESTION 8

Identify three considerations before starting the configuration of assignment rules to service requests.

- A. the attributes of queues to use as criteria for your rule assignments
- B. the candidates of service requests to use as criteria for your rule assignments
- C. the candidates of queues to use as criteria for your rule assignments
- D. the attributes of service requests to use as criteria for your rule assignments
- E. the rule sets you want to create and the rules to include in each rule set

Correct Answer: BCE

QUESTION 9

Your customer has noticed that emails are being retrieved every day only at 3:00 PM. This behavior began three days ago and no configuration changes were made during that time.

What is the cause of this new behavior?

- A. a configured job to process inbound emails

- B. an inbound message filter per time schedule
- C. a configured profile option to schedule the retrieval of emails
- D. an inbound message filter per sender

Correct Answer: B

QUESTION 10

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 11

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 12

Your customer has the following requirement: when filtering service requests an agent wants to see by default all those service requests that are "New", whose channel type is "Web", and are assigned to them.

Which five activities should be completed by an agent on the SR list page in order to create an appropriate personalized service request search filter?

- A. In Advanced Search, confirm Record Set = Assigned to Me.
- B. Change the section identified with Status = New
- C. In Advanced Search, save and select the "Set as Default" box.
- D. In Advanced Search, select Action > Update.
- E. Click the Show Advanced Search icon.
- F. In Advanced Search, Add Channel Type = Web.

Correct Answer: ABCEF

QUESTION 13

You have been asked to manage the availability of Knowledge articles. The requirement is that agents, internal users, and external users should all have a way of accessing the articles.

Which three options achieve your customer's requirement?

- A. Make them available to external users by giving them access to the internal "My Knowledge" page.
- B. Make them available externally to customers via My Digital Customer Service (DCS).
- C. Make them available to employees and agents via My Knowledge.
- D. Make them available internally to agents as part of the Service Request Knowledge Panel.
- E. Make them available for users with the "Knowledge Analyst" and "Knowledge Manager" roles only.

Correct Answer: BCE

QUESTION 14

Digital Customer Service application configuration settings in json.cfg include which four options?

- A. Default communication preferences
- B. Knowledge management language locales
- C. Default chat channel preferences
- D. Service request links

- E. Knowledge management article links
- F. Product and category filtering
- G. Default notification preferences
- H. Default timezone

Correct Answer: BDEF

QUESTION 15

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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