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Oracle B2B Service 2020 Implementation Essentials

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QUESTION 1

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 2

What four actions do the as-delivered Service Request components included in a Digital Customer Service (DCS) application enable a DCS user to do?

A. Chat with an Agent about a ServiceRequest.

B. View and edit attachments to a Service Request.

C. Create a Service Request.

D. Delete a Service Request.

E. Add a message to a Service Request.

Correct Answer: ABCD

QUESTION 3

Oracle Engagement Cloud provides tools to add or modify which six types of entities?

A. Icons

B. Themes

C. Object workflow

D. Exports

E. Reports

F. Fields

G. Objects

H. Roles and privileges

Correct Answer: DEFG

QUESTION 4

Which three steps are required to configure the system to send an email notification when a milestone has reached warning status?

A. Add an extension column to the milestone object to hold the warning threshold value.

B. Configure an analytics report showing milestones in warning status.

C. Specify the warning threshold for the milestone in the standard coverages.

D. Create standard text to be posted to the message thread.

E. Configure the email template to be used for notification.

F. Configure an object workflow action to send the email when the milestone status changes to warning.

Correct Answer: BCE

QUESTION 5

Which three statements are true?

A. Oracle Engagement Cloud shares a common data model with Oracle Sales Cloud and other Oracle Cloud Applications.

B. Oracle Engagement Cloud shares a common customization toolset including Sandboxes, Application Composer, Page Composer and Groovy scripting, with Oracle Sales Cloud and other Oracle Cloud Applications.

C. Like other Oracle Cloud Applications, Engagement Cloud provides REST APIs to integrate with other services.

D. Like other Oracle Cloud Applications, Engagement Cloud provides SOAP APIs to integrate with other services.

Correct Answer: ACD

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