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QUESTION 1

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 2

Which three types of data are included in the interaction associatedwith a normal call flow?

A. Start time of the call

B. Agent name

C. Service Request create date

D. Contact name

E. Channel

Correct Answer: BCD

QUESTION 3

Yourcustomer sells a wide variety of Mobile phones. To classify service requests efficiently you plan to create a new primary category called Mobile Phones.

Which four steps are required to define this new category?

A. Select Create Category > Create Top-Level Category.

B. Check the Active flag.

C. Select the task Manage Service Request Categories.

D. Select Status = "Active".

E. Select Service Catalog in Functional Areas.

F. Select Create Category > Create Child Category.

G. Complete Category Name.

Correct Answer: ACDF

QUESTION 4

Identify the sequence of steps you must follow to disable the Service Communication channels.

A. Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Click the pencil icon in the Features column for Service > Deselect all the options.

B. Navigate to Setup and maintenance > Selectthe Service offering > Select setup at the Administration section > Click Change configuration > Select the "Disable" column in "Service entitlements"

C. Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Click the pencil icon in the Features column for Communication Channels > Deselect the "Communication" option.

D. Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Click the pencil icon in the Features column for Service > Deselect the "Communication Channels" option.

E. Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Deselect the "Enable" column in "Communication Channels".

Correct Answer: C

QUESTION 5

What should you do to enable Password Reset in Digital Customer Service (DCS)?

A. Add the Password Reset component to your DCS application.

B. Instruct users that they can only change their password by chatting with an agent.

C. Enablethe "Password Reset" option in the User Administration component.

D. Obtain the Change Password Link and add it to your DCS page.

Correct Answer: D

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