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QUESTION 1

Which two actions can you takewhen using Application Composer to create a new Trouble Ticket object?

A. You can create a field rule or a field trigger on a field of the Trouble Ticket object but not both on the same field.

B. You can create a trigger on the Trouble Ticket object usingthe Upon Import Into Database trigger event to update the custom "OpenTroubleTickets" of the Account object.

C. You can set a field rule to validate that the Priority field of the Trouble Ticket object is between 1 and 5

D. You can set an object rule to validate that a Trouble Ticket of Priority 1 cannot be saved without being assigned to a staff member.

Correct Answer: BC

QUESTION 2

What three things should you perform to show product images in the Product Picker component in Digital Customer Service (DCS)?

A. Add images as the productimage will not be pulled from Engagement Cloud.

B. Add the Product object to your DCS application.

C. Add product ID(s) to the database component.

D. Configure products groups and product items in Engagement Cloud.

Correct Answer: BCD

QUESTION 3

A service agent can create tasks from different system areas.

Identify three modules where a service agent can create and associate tasks.

A. Sales opportunities

B. Notes

C. Contacts

D. Social network

E. Service requests

Correct Answer: ADE

QUESTION 4

You are starting a new Engagement Cloud project implementation, and one of your customer requirements is to share service request information through Oracle Social Network.

In which way can you enable the service requests to be shareable on Oracle Social Network?

A. Setup and maintenance >Service > Setup > Productivity Tools > Manage Oracle Social Network Objects for Service

B. Setup and maintenance > Service > Configuration and Security > Service Request > Manage Oracle Social Network Objects for Service

C. Setup and maintenance > Sales >Service Request > Manage Oracle Social Network Objects

D. Setup and maintenance > Service > Setup > Productivity Tools > Manage Custom Objects for Service

Correct Answer: B

QUESTION 5

You created two assignment rules for service requests using the Use Score option. For some service requests both rules return a result with the same total points.

What will be the expected result in the assignment of a queuefor these service requests?

A. An error will occur; no queue is assigned to the service request.

B. The queue defined in the first evaluated rule is always assigned to the service request.

C. The queue defined by default is the one assigned to the servicerequest.

D. The service request assignment will be unpredictable.

Correct Answer: B

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