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Oracle Engagement Cloud 2019 Implementations Essentials

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QUESTION 1

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 2

Your customer sells many kinds of specialized electronics equipment. When creating a service request (SR), an agent searches the product categories and chooses the appropriate type of equipment for that SR.

Identify three advantages of selecting the category correctly.

- A. The hierarchical structure of the categories helps to improve the service request classification.
- B. Categories determine the steps an agent must follow to close the service request.
- C. Categories facilitate the assignment of an agent to the service request.
- D. Categories improve the filtering of Knowledge articles that might contain a potential solution to the problem.
- E. Filter the selection of the product related to the service request, when filtering by a particular category.

Correct Answer: ACD

QUESTION 3

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 articles are 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 articles must 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 4

Select the correct procedure to enable the Audit History tab for Service Requests.

A. Sign in to Engagement Cloud as an administrator. From the Navigation tool, select Setup and Maintenance. Select the "Service" tile from the list of products. Click "Setup" in the Administration section. In the Functional Areas section, select "Productivity Tools". Select the task "Manage Global Search Profile Options". Search for the profile option code for SR Audit. In the Profile Values section for the profile option code, select Yes in the Profile Values drop-down list. Save the configuration.

B. Sign in to Engagement Cloud as a user. From the navigation tool, select "Set Preferences". Under "Service" select "Configure Audit History". From the "Enable" tab, click "Yes" for the "Show Audit History" option. Select the "Fields" tab and add all desired fields to the "Displayed Fields" column. Select the "Filters" tab, choose an available field, add the desired filter, and add the filter to the "Active Filters" list. Save the configuration.

C. Sign in to Engagement Cloud as an administrator. From the Navigation tool, select Application Composer. At the top of the page choose "Appearance". Under General, click "Enable" next to "Show Audit History" option. Save the configuration.

D. Sign in to Engagement Cloud as an administrator. From the Navigation tool, select Security Console. Select the Search icon and search for "Service Request Audit History". In the Profile values section, select Yes in the Profile Values drop-down list. Save the configuration.

Correct Answer: D

QUESTION 5

Which two options are true about reporting on milestones?

A. Administrator-defined milestone data is not included in Analytics.

B. No standard reports on milestones are provided.

C. Milestone reporting is performed via the CRM Service Request Real-Time subject area.

D. An as-delivered SLA Infolet shows near-overdue and overdue milestones.

Correct Answer: AD

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