1Z0-493^{Q&As}

Oracle Communications Order and Service Management Server 7 Implementation Essentials

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QUESTION 1

A customer purchases ABC service for which a new order is submitted to OSM. After activation of this service is completed and a point-of-no-return message is sent back to the CRM system, the customer decides to change the ABC service to XYZ service.

Based on existing OSM features, which solution would you recommend?

A. A revision order request should be submitted from the CRM system to OSM to change the services in the existing order request.

B. The sales order should be manually edited in OSM to change the services in the exiting order request.

C. The service should be manually changes in the corresponding fulfillment systems.

D. The request should be processed with a manual cleanup of all allocated resources in the inventory system and a new order request should be re-issued.

E. A follow-on order request should be submitted to change the service created in the existing order.

Correct Answer: D

QUESTION 2

In your OSM implementation, you must send emails to a group of users every time a value is entered in a filed in your order named "failureReason". Identify the feature that supports this requirement.

A. Data Change Notifications implemented at the Order level

B. Data Change Notifications implemented at the Task level

C. Milestone Event Notifications implemented at the Order level

D. Task-State Event Notifications implemented at the Task level

E. Jeopardy Notifications implemented at the Order level

F. Jeopardy Notifications implemented at the Task level

Correct Answer: B

QUESTION 3

Identify three functions of the OSM Task Web client.

A. It enables order processing personnel to monitor and manage tasks within an order and to ensure that all associated tasks are completed.

B. It enables order fallout managers to diagnose and manage the order fallouts associated with an order.

C. It enables users to associate roles or workgroups with task and manually complete the activities associated with

those tasks.

D. It enables users to monitor email notifications and handle them through acknowledgement, escalation, and forwarding to other users.

E. It enables users to suspend and resume orders, cancel orders, and create orders manually.

Correct Answer: ABE

Reference: https://docs.oracle.com/cd/E49155_01/doc.73/e49159/web_intro.htm#OSMSM106

QUESTION 4

Which three pieces of advice would you offer a developer who is responsible for configuring the CRM and Middleware systems that submit revisions to OSM?

A. Use a unique identifier for each order and the same identifier for its revisions.

B. Always submit changes to services already provisioned by using revisions.

C. Have a numeric field that increases its value with every new revision.

D. Revisions should have a distinct message schema from the original order.

E. Always use the same interface when submitting either an order or a revision.

Correct Answer: ABD

QUESTION 5

Identify three approaches to indicate that a failure due to invalid requests occurred in a southbound system and that must be addressed manually.

A. Set order state to Failed.

B. Set task to a custom-defined failed state.

C. Transition the process to a manual fallout recovery task.

D. Use Jeopardy notification.

E. Use system events.

Correct Answer: ADE

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