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Oracle

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Oracle Engagement Cloud 2018 Implementations Essentials

Questions & Answers PDF

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Question: 1

Which three statements are true about building Digital Customer Service (DCS) applications?

- A. Many DCS applications can be active in production at the same time.
- B. DCS includes a “reference implementation template” that illustrates recommended implementation practices.
- C. Only one version of a DCS application can be active in production at any time.
- D. DCS application can be embedded in other sites.

Answer: B,C,D

Question: 2

You are creating a shared SmartText entry. Which option do you need to select to define a time period during which the entry is available to users?

- A. Time Period
- B. Duration
- C. Available
- D. Interval
- E. Start/Stop

Answer: B

Question: 3

Identify three considerations before starting the configuration of assignment rules to service requests.

- A. the attributes of queues to use as criteria for your rule assignments
- B. the candidates of service requests to use as criteria for your rule assignments
- C. the candidates of queues to use as criteria for your rule assignments
- D. the attributes of service requests to use as criteria for your rule assignments
- E. the rule sets you want to create and the rules to include in each rule set

Answer: B,C,E

Question: 4

You have enabled email acknowledgement and have created a corresponding template. The acknowledgement e-mail is sent, but there is some standard text appended to the email that is not part of the template:

Standard text appended:

“Your request has been received and is being reviewed by our support staff. The reference number for your service request is: SR0000003006. (SVC-5295081)

Thank you for your patience. If you would like to communicate further about the service request, you can reply to this email and send it to the email address: nnn-test.fa.extservice.incoming.2@oracle.com. {# #SR0000003056# #}”

Which statement is true?

- A. You can completely eliminate the standard text appended by editing the message: SVC_EMAIL_ACK_FOR_KNOWN_CUST.
- B. You have to edit the e-mail template and add HTML code to customize the standard text section.
- C. You can eliminate part of the standard message, but cannot remove the User Details section, by editing the message: SVC_EMAIL_ACK_FOR_KNOWN_CUST.
- D. You cannot completely remove the appended message text but you can edit the appended text by editing the message: SVC_EMAIL_ACK_FOR_KNOWN_CUST.

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. Enable the “Password Reset” option in the User Administration component.
- D. Obtain the Change Password Link and add it to your DCS page.

Answer: D

Question: 6

Which two are true characteristics about the lifecycle of a service request?

- A. If required, users can manually set the “Closed” status for a service request.
- B. Users can reopen a service request when the status is set to “Closed”.
- C. Users can reopen a service request when the status is set to “Resolved”.
- D. “Closed” status is set by an automatic job after a specified number of days.
- E. “Customer working” is one of the five seeded status types.

Answer: C,D