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Oracle B2B Service 2020 Implementation Essentials

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QUESTION 1

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 2

Your client has already established a product catalog of sales products and now wants to include service products to categorize service requests. You suggest the creation of a new catalog.

What are two advantages of creating a new service catalog instead of using an existing one?

- A. requires less work and effort
- B. allows use of a simpler hierarchy
- C. allows the display of a product hierarchy specifically for service purposes
- D. allows you to use the same product hierarchy as sales

Correct Answer: AD

QUESTION 3

What three things should you do once you have established a global default coverage?

- A. Createan ESS job to Monitor Service Request Milestones.
- B. Create an ESS job to Aggregate Service Requests.
- C. Use Application Composer to configure warning emails about milestone compliance events.
- D. Use Application Composer to include milestones on the Service Request Layout if desired.

Correct Answer: ABD

QUESTION 4

You need to extract all service Request (SR) data from your Engagement Cloud site from the last 12 months.

Identify two valid approaches to get this large volume of data.

- A. You can schedule a single export as an ESS job (also known as a "scheduled process") for all 12 months of SR data.
- B. You can download large volumes of SR data from the Analytics interface.
- C. You must retrieve large volumes of data through a REST API endpoint.
- D. You can schedule incremental exports as ESS jobs (also known as a "scheduled process") on a periodic basis, such as weekly or monthly.

Correct Answer: AB

QUESTION 5

What four actions do the as-delivered Service Request components included in a Digital Customer Service (DCS) application enable a DCS user to do?

- A. Chat with an Agent about a Service Request.
- B. View and edit attachments to a Service Request.
- C. Create a Service Request.
- D. Delete a Service Request.
- E. Add a message to a Service Request.

Correct Answer: ABCD

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