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Oracle B2B Service 2020 Implementation Essentials

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QUESTION 1

Which two options are true about role synchronization for Digital Customer Service (DCS)?

A. is required for every DCS instance

B. also synchronizes userIDs and passwords between DCS and Engagement Cloud

C. enables DCS user authentication through an identity management service (such as Engagement Cloud identity management)

D. is real time

Correct Answer: AD

QUESTION 2

Immediately after your production deployment of Engagement Cloud your users report that the media toolbar is not being displayed.

Which are two reasonsfor this behavior?

A. You have not enabled the Computer Telephony Integration (CTI) service.

B. The only toolbar enabled is the default one, and you must configure at least two.

C. You did not enable the vertical toolbar which is required, while the horizontal is optional.

D. The signed-in user does not have the appropriate access privileges to a toolbar.

E. You entered a toolbar height that is not more than 70 pixels.

Correct Answer: AC

QUESTION 3

Which three types of data are included in the interaction associatedwith a normal call flow?

A. Start time of the call

B. Agent name

C. Service Request create date

D. Contact name

E. Channel

Correct Answer: BCD

QUESTION 4

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 5

To create anew Survey object, you create a sandbox and set it as active.

Which two statements are correct while creating your Survey object in Application Composer?

A. Multiple users cannot use your sandbox at the same time.

B. You can set a second sandbox as Activeat the same time in order to begin working on another new object.

C. Your changes won\'t be available to any other sandbox or to any application in the mainline application layer until you have published your sandbox.

D. Your changes are isolated and do not impact other users\' configuration environments or the production environment.

Correct Answer: CD

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