

Oracle

Exam Questions 1z0-993

Oracle Engagement Cloud 2018 Implementations Essentials



NEW QUESTION 1

Which three steps are required to configure the system to send an email notification when a milestone has reached warning status?

- A. Add an extension column to the milestone object to hold the warning threshold value.
- B. Create standard text to be posted to the message thread.
- C. Specify the warning threshold for the milestone in the standard coverages.
- D. Configure an analytics report showing milestones in warning status.
- E. Configure the email template to be used for notification.
- F. Configure an object workflow action to send the email when the milestone status changes to warnin

Answer: CDE

NEW QUESTION 2

Your customer has the following requirement: when filtering service requests an agent wants to see by default all those service requests that are "New", whose channel type is "Web", and are assigned to them. Which five activities should be completed by an agent on the SR list page in order to create an appropriate personalized service request search filter?

- A. In Advanced Search, select Action > Update.
- B. In Advanced Search, confirm Record Set = Assigned to Me.
- C. Click the Show Advanced Search icon.
- D. Change the section identified with Status = New.
- E. In Advanced Search, save and select the "Set as Default" box.
- F. In Advanced Search, Add Channel Type * We

Answer: BCDEF

NEW QUESTION 3

A service agent can create tasks from different system areas. Identify three modules where a service agent can create and associate tasks.

- A. Contacts
- B. Service requests
- C. Sales opportunities
- D. Notes
- E. Social network

Answer: BCE

NEW QUESTION 4

Your customer wants to have a vertical Media Toolbar instead of the Horizontal one. Which statement is true?

- A. The only Vertical Toolbar that you can enable is the Notifications Toolbar.
- B. The Vertical Toolbar is always required, while the Horizontal Toolbar and notifications are optional.
- C. You must set the Vertical Toolbar as the Default, and deactivate all Horizontal Toolbars.
- D. The Horizontal Toolbar is always required, while the Vertical Toolbar and notifications are optiona

Answer: C

NEW QUESTION 5

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

- A. also synchronizes user IDs and passwords between DCS and Engagement Cloud
- B. is required for every DCS instance
- C. is real time
- D. enables DCS user authentication through an identity management service (such as Engagement Cloud identity management)

Answer: BC

NEW QUESTION 6

Which statement is correct when describing the process of adding assignment rules from Service Setup?

- A. Use the "Manage Service Assignment Rules" task, access the appropriate rules sets, create new rule(s), add conditions and actions, save and publish.
- B. Use the "Manage Service Request Assignment Object" task, access the applicable service requests, create and apply new rule set(s) to the service requests, add conditions and actions, save and close.
- C. Use the "Manage Service Request Assignment Object" task, access and lock the appropriate objects, create new rule set(s), add conditions and actions, save and publish.
- D. Use the "Manage Service Assignment Rules" task, access and lock the appropriate rules sets, create new rule(s), add conditions and actions, save and close.

Answer: B

NEW QUESTION 7

Which two keyboard shortcuts can be modified?

- A. Save and Close
- B. Cancel
- C. Create Service Request

- D. Save and Continue
- E. OK

Answer: CE

NEW QUESTION 8

Your client has noticed that inbound emails from customers are not creating or updating requests. Which step should they perform to automate it?

- A. Enable SVC_ENABLE_INBOUND_EMAIL_DEFAULT_PROCESSING.
- B. Enable SVC_SR_INBOUND_EMAIL_AUTO_UPDATE.
- C. Adjust permissions on all customer's profiles,
- D. Adjust the inbound message filter

Answer: B

NEW QUESTION 9

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

Answer: CD

NEW QUESTION 10

Your customer has informed you about a possible error in the screen pop-up when receiving a call. The problem is that the edit contact screen pop is shown whenever a call is received but most of the time the calls are regarding open Service Requests. As a result, agents have to navigate to that page, losing time and being ineffective.

What is causing the problem?

- A. Screen pops are not configurabl
- B. When a call arrives, the system automatically opens the page of the object in question, these cases being the contact page.
- C. Rules follow a priority orde
- D. When the system finds a contact token it automatically opens the "edit contact" page, because that rule has been configured before the Service request rule, regardless if a Service Request token is also available,
- E. Rules do not follow an orde
- F. When a call is received, the "edit contact" screen pop appears because it is the default rule that has been selected, regardless of the service request number or other tokens received.
- G. A configuration in the pages tab of the screen pop is missing, the URL to the page to be displayed has not been provisione
- H. The URL is empty so the system shows the contact edit page.

Answer: D

NEW QUESTION 10

Your client needs to associate a product item to a product group but cannot make the association. What should you check to identify the cause?

- A. Validate that Allow Duplicate is selected on the product item.
- B. Verify that Root Catalog is selected on the product groups.
- C. Verify that Eligible for Service is selected on the product item.
- D. Validate that the product item is active and publishe

Answer: D

NEW QUESTION 12

When creating localized Digital Customer Service applications, in which order would you perform the following steps?

1. Update the English messages as needed for your DCS application.
2. Export the English language message bundle.
3. Translate the English message bundle to all desired languages.
4. Import translated message bundles.

- A. 1,2,3,4
- B. 3,2,4,1
- C. 2,4,3,1
- D. 1,3,2,4

Answer: A

NEW QUESTION 17

Your customer has asked you to investigate a possible bug In their Engagement Cloud Knowledge Base-Users ate 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. 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.

- B. 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.
- C. There is a configuration failure in the publishing task.
- D. 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.
- E. Articles are available to users only after the application updates the knowledge base search index.
- F. This happens at regular intervals and there might be some elapsed time before the search index is updated.

Answer: D

NEW QUESTION 20

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

Answer: BDE

NEW QUESTION 23

Which two options are true about reporting on milestones?

- A. No standard reports on milestones are provided.
- B. Administrator-defined milestone data is not included in Analytics.
- C. An as-delivered SLA Info let shows near-overdue and overdue milestones.
- D. Milestone reporting is performed via the CRM Service Request Real-Time subject area.

Answer: BC

NEW QUESTION 25

Which two are required to publish a completed Digital Customer Service (DCS) application?

- A. a single "publish" action to complete the task
- B. system administrator approval
- C. moving the application to Staging and subsequently to Production status
- D. nothing (DCS applications are always available to all users.)

Answer: CD

NEW QUESTION 27

You have been instructed to implement the "My Knowledge" page for your customer's Engagement Cloud site. Which is the correct first action in configuring "My Knowledge"?

- A. Use the task "Manage Administrator Profile Values", search for the "Enable My Knowledge Menu for Service" profile option, and activate it.
- B. Use the task "Manage Service Request knowledge Profile Options", search for the "SVCENABLE_KNOWLEDGE_IN_SR" profile option, and set "Site" value to "Yes".
- C. Use the task "Manage Administrator Profile Values", search for the "Enable My Knowledge Menu for All Users" profile option, and activate it.
- D. Use the task "Manage Administrator Profile Values", search for the "Enable My Knowledge Menu for Help Desk" profile option, and activate it.
- E. Use the task "Manage Service Request knowledge Profile Options", search for the "SVC_ENABLE_KNOWLEDGE_PAGE_EXTERNAL_USERS" profile option, and set "Site" value to "Yes".
- F. Use the task "Manage Service Request knowledge Profile Options", search for the "SVC_ENABLE_ARTICLE_CREATION_EDITION" profile option, and set the "Site" value to "Yes".

Answer: C

NEW QUESTION 28

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

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

Answer: DE

NEW QUESTION 29

For which two groups of functions can keyboard shortcuts be set?

- A. Personal Activity Functions
- B. Administrator (that is, "Power") Commands
- C. Action Commands
- D. Button Access Keys

Answer: BC

NEW QUESTION 31

One of your service agents needs a new search filter on his Service Requests' list page. How can the agent achieve this?

- A. Create several personalized searches and relate them to each other.
- B. Grant the agent Administrator permissions to add new search filters.
- C. Create a new search through the application composer.
- D. Add fields from the advanced search functionalit

Answer: C

NEW QUESTION 35

Which is the correct order of steps to add and use a new condition columns to the entitlement rules for a standard coverage?

- 1. Create a matrix class with the attribute.
- 2. Modify a service mapping and add the desired attribute.
- 3. Specify the values for new column in one or more entitlement rules.
- 4. Use the new/modified entitlement type in the standard coverage.
- 5. Include the attribute from the optional results columns to the available metrics.

- A. 1, 2, 5, 3, 4
- B. 2, 1, 4, 5, 3
- C. 1, 2, 3, 4, 5
- D. 2, 4, 1, 5, 3

Answer: D

NEW QUESTION 40

In which three situations can default coverage be applied?

- A. for a specific SR status
- B. to a specific customer account
- C. for a specific SR category
- D. globally, to all service requests that do not have any other coverage
- E. for a specific period of time

Answer: CDE

NEW QUESTION 42

Your customer is asking for a modification of Lookup Types in Service Request.

You navigate to Setup and Maintenance > Service > Service Request, and click to display all tasks. Which four lookups can be modified from this task list?

- A. Manage Service Request Queue
- B. Manage Service Request Products
- C. Manage Service Request Status Values
- D. Manage Service Request Categories
- E. Manage Service Request Resolutions
- F. Manage Service Request Severities

Answer: ABCD

NEW QUESTION 47

Your customer is not able to use category filters for search and recommended results of Knowledge articles in his environment.

Which of the following is causing this behavior?

- A. The user doesn't have the role ENABLE_LOCAL_FILTER_ROLE.
- B. The profile CSO_ENABLE_CATEGORY_FILTER is set to N.
- C. The profile CSO_ENABLE_KNOWLEDGE_FAVORITING is set to N.
- D. The batch job for recommendations has not been executed.
- E. The profile CSO_ENABLE_SVC_KMHOME is set to

Answer: A

NEW QUESTION 50

A new customer has acquired Engagement Cloud and you have been asked to enable Knowledge Management for their Engagement Cloud site. You know you have to follow the correct order of actions to do so. Which two options do you have to carry out first to start the implementation of Knowledge Management?

- A. Use the task "Manage Service Request Knowledge Profile Options" to enable Knowledge.
- B. Ensure you have the "Knowledge Manager" role.
- C. Use the "Manage Knowledge Locales" task to set a default locale on user.
- D. Enable the "My Knowledge Menu" for the Help Desk.
- E. Use the task "Manage Administrator Profile Values" to enable My Knowledge
- F. D F) Schedule the Knowledge Search Batch Process to run every 15 minutes.

Answer: CE

NEW QUESTION 52

Your customer sells a wide variety of Mobile phones. To classify service requests efficiently you plan to create a new primary category called Mobile Phones.

Which four steps are required to define this new category?

- A. Complete Category Name.
- B. Check the Active flag.
- C. Select the task Manage Service Request Categories.
- D. Select Service Catalog in Functional Areas.
- E. Select Status = "Active".
- F. Select Create Category > Create Top-Level Category.
- G. Select Create Category > Create Child Category

Answer: CEFG

NEW QUESTION 54

Given the entitlement rules below, if a high-severity service request (SR) is created on Thursday at 2 PM, which two options are true?

- Condition Column Severity = High
- Calendar - 9 AM to 5 PM, Monday - Friday, US EST
- Resolution Metric = 2880
- Resolution Warning Threshold 120
- First Response Metric = 360
- First Response Warning Threshold 120

- A. First Response is due on Friday, 12 noon EST.
- B. If no action is taken on the SR, First Response warning will occur on Friday, 9 AM EST.
- C. Resolution is due on Saturday, 2 PM EST.
- D. If the SR is not resolved
- E. Resolution warning will occur on Monday, 12 noon EST

Answer: AB

NEW QUESTION 58

If you want to disable the ability to delete activities for all users, what action should you perform?

- A. Remove the users of the roles who have the "delete activities" access.
- B. Remove the "delete activities" privilege from all the roles for users who have this access.
- C. Remove the "delete activities" role from all the users who have this role.
- D. Remove the "delete activities" button from all pages used by the users who have this access

Answer: A

NEW QUESTION 59

Which three types of data are included in the Interaction associated with a normal call flow?

- A. Contact name
- B. Channel
- C. Service Request create date
- D. Start time of the call
- E. Agent name

Answer: ACE

NEW QUESTION 64

Your customer wants their milestones to only be due during working hours on weekdays. What characteristics of the Coverage Times must be configured?

- A. The customer must configure at least one interval for every day from Monday to Friday.
- B. The customer must set the time zone to UTC
- C. The customer must configure a lunch break on weekdays.
- D. The customer can optionally configure intervals for Saturday and Sunday

Answer: A

NEW QUESTION 69

You created two assignment rules for service requests using the Use Score option. For some service requests both rules return a result with the same total points. What will be the expected result in the assignment of a queue for these service requests?

- A. An error will occur; no queue is assigned to the service request.
- B. The service request assignment will be unpredictable.
- C. The queue defined in the first evaluated rule is always assigned to the service request.
- D. The queue defined by default is the one assigned to the service request

Answer: C

NEW QUESTION 72

Milestones are a key component of Service Entitlements. Identify three correct options regarding milestones.

- A. Milestones can be configured to start, pause, or complete based on a complex expression with AND, OR, and parentheses.
- B. Milestones are customizable by an administrator to include any number of organization-specific milestone types.
- C. Milestones are actions on a service request (SR) that must be completed by a specific time.

- D. Milestones are commitments to handle SRs within certain timelines.
- E. Milestones can be one of four default types: 'First Response', 'Second Response', 'Final Action', and 'Resolution'.

Answer: ABE

NEW QUESTION 73

You have just created a new Digital Customer Service (DCS) application and now you need to add a user-registration option. Which three steps should you perform to configure user self-registration in your DCS application?

- A. Configure your self-registrations so that they are automatically approved.
- B. Configure the self-registrations to restrict registration to only existing Contacts.
- C. Disable the anonymous access option in your DCS application.
- D. Enable the self-registration steps in the "Manage Digital Customer Service Registration Profile Options" task

Answer: ABC

NEW QUESTION 77

Your customer has warned you that non-English speakers are going to get access to articles but all your articles are written in English. Which option allows the customer to address the problem, so that all users can get articles in their native language?

- A. Diagnose the usage of the articles to eliminate all non used documents to avoid unnecessary translations.
- B. Enable new locales for the languages to be used and provision designated users to translate the articles.
- C. Deploy the Auto-Translate option on existing articles and turn on the "auto-Translate new articles" feature.
- D. Modify the original base locales of the articles to match the target language

Answer: B

NEW QUESTION 78

Your Engagement Cloud site has had the Knowledge function enabled. Your internal users want to author articles. Unfortunately, they cannot find the option to create new articles.

What option could cause this problem?

- A. The Base Locale for the articles has not been enabled in the correct language.
- B. The "Show article snippet in search and recommend" option has not been selected in the task "Manage Administrator Profile Values".
- C. The User Group selected for authoring articles has been set to "External".
- D. Users have not been given the "Knowledge Analyst" role

Answer: D

NEW QUESTION 81

Which three subject functions are included in the RFST API for Service Requests (SRs)?

- A. Update resource member
- B. Delete activity
- C. Update SR reference
- D. Delete message
- E. Update resource manager

Answer: ABC

NEW QUESTION 83

What should you do to enable Password Reset in Digital Customer Service (DCS)?

- A. Enable the "Password Reset" option in the User Administration component.
- B. Obtain the Change Password Link and add it to your DCS page.
- C. Add the Password Reset component to your DCS application.
- D. Instruct users that they can only change their password by chatting with an agent

Answer: B

NEW QUESTION 87

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

Answer: B

NEW QUESTION 88

Identify two correct options about Application Composer, as the primary web-based tool within Engagement Cloud used to modify standard and custom objects.

- A. It allows edits to Dashboard pages.

- B. It requires proper permissions to use the tool and additional permissions to edit the desired object.
- C. It includes a preview option for all standard and custom object pages.
- D. It requires the use of a sandbox to modify the fields associated with standard and custom object

Answer: D

NEW QUESTION 92

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

Answer: BCDE

NEW QUESTION 95

Your customer has three service request child categories under the top-level service request category "Accounts":

- Gold Accounts
- Silver Accounts
- Basic Accounts

You now want to disable the "Silver Accounts" category. Which option meets the requirement?

- A. In Setup and maintenance > Service > Setup > Service Request > Manage Service Request Child Categories, search for the "Accounts" Category and deselect the "Active" Column.
- B. In Setup and maintenance > Service > Setup > Service Request > Manage Service Request Categories, search for the "Silver Accounts" Category and expand it, click the "Inactive" button.
- C. In Setup and maintenance > Service > Setup > Service Request > Manage Service Request Categories, search for the "Accounts" Category and expand it, select the "Gold Accounts" and "Basic Accounts" child categories and click the "Inactive" button.
- D. In Setup and maintenance > Service > Setup > Service Request > Manage Service RequestCategories, search for the "Accounts" Category and expand it, select the "Silver Accounts" child category and deselect the "Active" Column.

Answer: B

NEW QUESTION 100

Which two actions can you take when using Application Composer to create a new Trouble Ticket object?

- A. You can set a field rule to validate that the Priority field of the Trouble Ticket object is between 1 and 5.
- B. You can create a trigger on the Trouble Ticket object using the Upon Import into Database trigger event to update the custom "OpenTroubleTickets" of the Account object.
- C. 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.
- 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.

Answer: AB

NEW QUESTION 101

What is the main function of the Data Security Policies?

- A. defines the views or functionalities the user can access
- B. defines the data a particular user can see and/or modify
- C. defines the privileges and roles a particular user can have
- D. defines the actions a particular user can do
- E. defines the views the application can access

Answer: A

NEW QUESTION 103

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