QUESTION: 1

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

Option A : a single "publish" action to complete the task

Option B : nothing (DCS applications are always available to all users.)

Option C : moving the application to Staging and subsequently to Production status

Option D : system administrator approval

Correct Answer: B,C

QUESTION: 2

Your Engagement Cloud site has had the knowledge function enabled. Your internal users want to authorarticles. Unfortunately, they cannot find the option to create new articles.What option could cause this problem?

Option A : The User Group selected for authoring articles has been set to 'External"

Option B : The Base Locale for the articles has not been enabled in the correct language.

Option C : Users have not been given the "Knowledge Analyst" role.

Option D : The "Show article snippet in search and recommend" option has not been selected in the task "Manage Administrator Profile Values"

Correct Answer: C

QUESTION: 3

Identify the sequence of steps you must follow to disable the Service Communication channels.

Option A : Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Click the pencil icon in the Features column for Service > Deselect all the options.

Option B : Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Select the "Disable" column in "Service entitlements"

Option C : Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Click the pencil icon in the Features column for Communication Channels > Deselect the "Communication" option.

Option D : Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Click the pencil icon in the Features column for Service > Deselect the "Communication Channels" option.

Option E : Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Deselect the "Enable" column in "Communication Channels".

Correct Answer: C

QUESTION: 4

You are at the beginning of an Engagement Cloud implementation project and your team is not able to find some of the email setup tasks.Which is the main reason for this issue?

Option A : There are no specific e-mail tasks available.

Option B : The environment was not provisioned correctly and the service module is missing.

Option C : The team members don't have the Email Administrator Role provisioned.

Option D : The team members have not established the e-mail feature on the Offerings page.

Correct Answer: D

QUESTION: 5

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

Option A : Add an extension column to the milestone object to hold the warning threshold value.

Option B : Configure an analytics report showing milestones in warning status.

Option C : Specify the warning threshold for the milestone in the standard coverages.

Option D : Create standard text to be posted to the message thread.

Option E : Configure the email template to be used for notification.

Option F : Configure an object workflow action to send the email when the milestone status changes to warning.

Correct Answer: A,B,C

QUESTION: 6

If you did not use the Reference Implementation template for your Digital Customer Service (DCS) application, you will _____.

Option A : not be able to preview your application before you publish it

Option B : have to contact Oracle Support for the permission to deploy your custom DCS application

Option C : be required to map roles so that the Visual Builder Cloud Service role matches the Engagement Cloud role

Option D : be required to create all of your own components for the display of Engagement Cloud objects

Correct Answer: D