Oracle

1Z0-993

Oracle Engagement Cloud 2018 Implementation Essentials

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QUESTION: 68
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 objects.

Answer: D

QUESTION: 69
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: B, C, D, E

QUESTION: 70
You have been asked to manage the availability of Knowledge articles. The requirement is that agents, internal users, and external users should all have a way of accessing the articles. Which three options achieve your customer’s requirement?

A. Make them available internally to agents as part of the Service Request Knowledge Panel.
B. Make them available to external users by giving them access to the internal “My Knowledge”
C. Make them available to employees and agents via My Knowledge.
D. Make them available for users with the "Knowledge Analyst" and "Knowledge Manager" roles only.
E. Make them available externally to customers via Digital Customer Service (DCS).

Answer: C, D, E
QUESTION: 71
Which six Digital Service (DCS) parts can be modified using Visual Builder Cloud Service (VBCS)?

A. UI components  
B. Themes  
C. Object triggers  
D. Business objects  
E. Languages  
F. Pages  
G. Object workflows  
H. Templates

Answer: B, C, D, F, G, H

QUESTION: 72
Your customer has three service request child categories under the top-level service request category “Accounts”:  
- Gold Accounts  
- Sliver 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 Request Categories, search for the "Accounts" Category and expand it, select the "Silver Accounts" child category and deselect the "Active" Column.

Answer: B

QUESTION: 73
You are creating or editing a SmartText entry. Which four options can you insert into the entry?
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 "Open Trouble Tickets" 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:** A, B

**QUESTION:** 75
Which four actions does the REST API for Service Requests (SRs) allow?

**Answer:** B, C, D, E

**QUESTION:** 76
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
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