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NEW QUESTION: 1

Which three functions are not part of the math group of functions?

- A. floor
- B. length
- C. round
- D. power
- E. lower
- F. to_number
- G. truncate
- H. bitand
- I. rand
- J. ceiling

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 2

Your customer wants an incident survey to be reopened automatically if it does not meet the minimum score.

Which three actions should you perform to meet this requirement?

- A. Create a transactional survey.
- B. Create a polling survey.
- C. Write a business rule to reopen the case.
- D. Schedule the survey on a daily basis.
- E. Assign scores to the survey questions and set the status field based on the responses.
- F. Create a report for the survey scores.

Answer: A,C,E ([LEAVE A REPLY](#))

NEW QUESTION: 3

Which two statements are true about mailboxes?

- A. The Techmail utility is responsible for creating incidents when an email is sent to the Service Cloud mailbox.
- B. Techmail is responsible for pulling emails from single or multiple mailboxes.
- C. Outreach mailing uses a mailbox that is configured for processing emails between customers and agents.
- D. Mails sent out from Oracle Service Cloud will always have custhelp.com in the email address.
- E. The Dbtstatus utility is responsible for having incidents created after an email is sent to the Service Cloud mailbox.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 4

You want your system to offer a chat invitation to any customer who spends at least two minutes on a specific web page.

What should you use?

- A. configuration settings
- B. business rules
- C. proactive chat widget
- D. syndicate chat widget

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 5

What must you set to enable the email channel?

- A. EGW_SECURE_UPDATE_ENABLED
- B. EGW_AUTO_CONT_CREATE
- C. EGW_ENABLED
- D. EGW_SAVE_EMAIL_HEADERS
- E. EGW_UPDATE_BY_CREATE

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 6

A customer is using a service level agreement (SLA) to calculate resolution due dates automatically when an SLA instance is added to an incident. What setup is required for resolution due calculations?

- A. Create a custom incident milestones report and add it to a custom incident workspace
- B. Add all the holidays observed by your organization.
- C. Define default response requirements.
- D. Use business rules to automatically calculate dates

Answer: ([SHOW ANSWER](#))

Explanation

https://docs.oracle.com/cloud/august2017/servicecs_gs/FAMUG/_service.htm#FAMUGai1215329

NEW QUESTION: 7

Your customer would like to send a communication about a product that is applicable only to its user base in the USA.

Which three actions should you perform?

- A. Create a report of contacts whose contact home
- B. Add the segment in step (d) to the Audience tab in the Included section.
- C. Add the report in step (c) to the Audience tab in the Included section.
- D. Create a transactional survey.
- E. Create a segment of contacts whose contact home country is USA.
- F. Create a broadcast survey.

Answer: D,E,F ([LEAVE A REPLY](#))

NEW QUESTION: 8

Which two statements are true about generic objects?

- A. They require the type of data to be set dynamically.
- B. They automatically consider a package to consist of custom objects.
- C. They can be used with standard objects.
- D. They belong to a stand-alone class that is not derived from an RN object.
- E. They are used when working with custom objects only.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 9

Which three features can be configured in advanced routing?

- A. Skill time
- B. Skill relaxation
- C. Queue segregation
- D. Queue overflow
- E. Queue prioritization
- F. Queue limit

Answer: B,D,E ([LEAVE A REPLY](#))

NEW QUESTION: 10

You are creating custom fields and enter a column name. However, you receive an error when you try to save it.

Identify three reasons for this.

- A. The column name contains an underscore.
- B. The column name contains a punctuation.
- C. The column name contains a space.
- D. The column name starts with a lowercase alphabet.
- E. The column name starts with a number.

F. The column name contains a dollar symbol.

Answer: C,E,F ([LEAVE A REPLY](#))

NEW QUESTION: 11

Which two statements are true about Oracle Service Cloud accelerators?

- A. They are code samples to show how integrations can be built by using the public integration capabilities of Oracle Service Cloud.
- B. The source files for all listed accelerators are available for download.
- C. They are complete plug-and-play tools that can be used with Oracle Service Cloud in any client environment free of cost.
- D. They are available at <http://www.oracle.com/technetwork>.
- E. Oracle provides support for all accelerators.

Answer: A,C ([LEAVE A REPLY](#))

NEW QUESTION: 12

Your customer wants to display customized branding information in the login window. Which two options can be used?

- A. Use the LOGIN_SECURITY_URL, configuration setting, which specifies the URL that is used to display content in the content pane of the login page.
- B. Use the BRAND_CONTENT_URL configuration setting, which specifies the URL that is used to display content in the content pane of the login page.
- C. Use the LOGIN_SECURITY_MSG configuration setting, which specifies the welcome message that is displayed on the login page.
- D. Use the BRAND_WELCOME_MSG configuration setting, which specifies the welcome message that is displayed on the login page.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 13

You have a requirement for an incident workspace where clicking a kind of text hyperlink should open a browser window by using the third-party URL of the loaded client. You want to implement this by using add-ins.

Which add-in should you create?

- A. Workspace Ribbon
- B. Content Pane
- C. Workspace
- D. Global Ribbon
- E. Report Command

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 14

In your company, Oracle Service Cloud has workspaces where there are multiple reports and browser controls embedded for various requirements. You receive a complaint that the initial loading of the workspaces is very slow.

What is the quickest solution to speed up incident workspace loading?

- A. Utilizing workflows and splitting functionality into more than one workspace
- B. Placing objects on different tabs and splitting the loading across multiple tabs
- C. Creating multiple workspaces per business function and assigning to different profiles
- D. Removing fields in the workspaces

Answer: C (LEAVE A REPLY)

NEW QUESTION: 15

Your customer has asked you to create a report that shows all the incidents that should show the following columns:

1. The number of incidents opened in the past month
2. The number of incidents opened in the past week
3. The number of incidents opened in the past day

Which two functions are needed in the expressions to create the three columns?

- A. DECODE
- B. IF
- C. SUM
- D. AVG
- E. NVL

Answer: A,C,E (LEAVE A REPLY)

NEW QUESTION: 16

Which two statements are true about safe mode in relation to add-ins?

- A. It is a setting that must be enabled at the interface level.
- B. It allows an agent desktop to log in to the application without any add-ins.
- C. It is enabled automatically if the previous shutdown of the agent desktop application did not happen normally.
- D. It allows an agent desktop to log in to the application with local add-in files.
- E. It is a profile setting that must be enabled for a profile.

Answer: C,D (LEAVE A REPLY)

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NEW QUESTION: 17

Which option should you use to create or configure queues?

- A. Configuration > Site Configuration > Configuration Settings
- B. Configuration > Application Appearance > Customizable Menus > System Menus
- C. Configuration > Application Appearance > Customizable Menus > Custom Menus
- D. Configuration > Site Configuration > Message Bases

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 18

You make some changes to your message template and deploy it globally, but the deployed status continues to show as pending.

What would you do to resolve this?

- A. Accept the changes.
- B. Enable the global template.
- C. Validate the template.
- D. Save the deployment.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 19

What are the three different types of pull policy for queues?

- A. Strict Priority
- B. Manual
- C. Round Robin
- D. First Due
- E. Standard
- F. Advanced

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 20

In which two scenarios would you use multiple interfaces?

- A. When multiple languages need to be supported
- B. When your portal needs the support of different channels for login
- C. When your business operates in different lines of business
- D. When you need multiple channels enabled such as email, chat, and web self-service
- E. When new business processes need to be supported other than the standard contact center

Answer: A,C ([LEAVE A REPLY](#))

NEW QUESTION: 21

Which six actions initiate the business rules engine to run their configured logic?

- A. A customer creates an incident in the end user portal.
- B. An administrator compiles the rules engine.
- C. The rules engine is updated.
- D. An agent views the rule log.
- E. An agent runs an incident report.
- F. An agent creates or edits an answer.
- G. A customer updates contact details via the end-user pages.
- H. An agent edits an opportunity.
- I. A customer adds more information to their incident via the end-user pages.
- J. An agent edits contacts, incidents, organizations, or tasks.

Answer: B,C,E,F,I,J ([LEAVE A REPLY](#))

NEW QUESTION: 22

Your customer has asked you to create a report that will need to be sent to the executive management. None of the recipients of this report has access to the system, and the same monthly report needs to be delivered to all recipients. The management team changes frequently, and your customer does not want to alter the report schedule after configuration. Which two steps must be taken after creating the report?

- A. Create a dashboard for the report.
- B. Send a notification to the executive team that the report is available.
- C. Set up staff accounts for the executive team.
- D. Create a schedule record for the report.
- E. Create and add the distribution list to the schedule.
- F. Upgrade the permissions for the report to include the executive team.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 23

A customer is trying to import a report when the following error occurs:

"The selected Report Definition File is not a valid file exported by the Report Designer Export function, or the exported file has been modified." Which two options will resolve this error?

- A. Check if the exported file was generated by a product version that is older than the existing product version.
- B. Update the hash value to match the hash declared at the end of the file.
- C. Check the customized regional and language settings of your workstation or personal computer.
- D. Reduce the picture scale of the report.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 24

Which three statements are true about the Custom Process Model (CPM) in Oracle Service Cloud?

- A. It is triggered by an event that occurs on the standard objects that are used by queues.
- B. It can be triggered by an event that occurs even on a custom object.
- C. It is also known as the Object Event Handler.
- D. It is triggered by an event that occurs on standard objects only.
- E. It is a PHP script that executes only synchronously.
- F. It is always triggered from business rules.
- G. It can be triggered by an event that occurs on community objects.

Answer: B,C,G ([LEAVE A REPLY](#))

NEW QUESTION: 25

Your customer has created a new script and deployed it to the agents in the call center within incident workflows. However, the script hangs on execution.

Identify two reasons for this.

- A. No return events are listed in the incident workflow for the script to use.
- B. The agents are not able to get to the pages where they can end the script.
- C. The script beginning and ending buttons are not enabled for the script pages.
- D. No exit or finished event is being triggered on the script pages.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 26

An agent is assigned a profile PI that is configured with three incident queues: q1, q2, and q3, and the pull policy is set to Manual. Which statement is true?

- A. Agents cannot use the Fill Inbox functionality because the pull policy is manual.
- B. Agents will get incidents only from the q1 queue.
- C. Agents with the Manual pull policy will get only incidents that are assigned by their supervisor.
- D. Agents can use the Fill Inbox functionality to select any of the three queues.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 27

Which four statements are true about incident rules?

- A. Queues, staff accounts, custom fields, and profiles must be functioning before rules can be built based on them.
- B. A catch-all rule has no impact on incident rules.
- C. A catch-all incident rule should be typically at the bottom of the rules listed in the initial state.
- D. A catch-all escalation action has no impact on incident rules.
- E. Incident rules should have a minimum of two rule states.
- F. Incident rules should have one rule state.
- G. All incident rules should have an action to transit from the initial state to another state.

Answer: A,C,F,G ([LEAVE A REPLY](#))

NEW QUESTION: 28

A customer wants to change the following text on the receipt and ask submit page:

"Thanks for submitting your question. Use this reference number for follow up:#120728-000001

A member of our support team will get back to you soon.

If you need to update your question and you already have an account, log in, click the Your Account tab, and select the question to open and update it." Which two actions will allow you to identify the correct message base item if you did not know which message base you need to edit? (Choose two.)

- A. Identify the customer portal page that includes the text you want to change and identify the message base from within the code.
- B. Look for the message in the receipt email body.
- C. Run a message base report and search for the text string you want to change.
- D. Submit an incident to customer care.

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 29

The current session expiration is set to 10 minutes but your client wants it to be 60 minutes.

Which statement is true?

- A. Because the system default is 15 minutes, it cannot be changed.
- B. You can change the default value to 60 minutes by amending the Site Configuration > Configuration Settings value.
- C. You can change the default value to 60 minutes by using File > Options > Session Expiration.
- D. You can change the default value to 60 minutes by using Site Configuration > Session Timeout.

Answer: [B \(LEAVE A REPLY\)](#)

NEW QUESTION: 30

Your customer wants its agents to be able to pull chats from the wait queue. Which two actions should you perform?

- A. Select the Chat check box that is associated with an agent's staff account.
- B. Enable the engagement engine.
- C. Select the corresponding pull policy.
- D. Configure advanced routing.
- E. Select the Pull Chat check box in the chat profile.

Answer: [C,E \(LEAVE A REPLY\)](#)

NEW QUESTION: 31

Which is a sample object query?

- A. `SELECT C.Name.First FROM Contact C WHERE C.Name.First like ,C%';`

- B.** SELECT ID FROM Contact WHERE Contact-Name.First like 'Chris'
AND Contact.Address.City='Bozeman';
- C.** SELECT 0.Contacts FROM Organization O WHERE O-ID = 1;
- D.** SELECT Incident.ReferenceNumber, Incident.PrimaryContact-Contact.* FROM Incident;
- Answer: B (LEAVE A REPLY)**

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NEW QUESTION: 32

A customer is trying to use Element Manager to import and add-ins and receives this error:
"This package cannot beprocessed."

What is the reason for this error?

- A.** Element Manager does not support the import and export of workspaces with custom workspace ribbon add-ins.
- B.** Check if the exported file was generated by a product version that is older than the existing product version.
- C.** The hash value during import doesn't match the hash declared at the end of the file.
- D.** The Browser User Interface (BUI) workspace is not using the standard workspace.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 33

Which two statements are true about chat surveys?

- A.** You can create a chat rule to pop up a transactional survey at the end of a chatsession.
- B.** You can send a chat survey only while a customer is on the chat.
- C.** You can create a chat rule to email a transactional survey to a customer after a chat session.
- D.** You cannot link customer data back to the chat that is submitted.

Answer: A,C (LEAVE A REPLY)

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