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Roy
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Vic
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Exam : **1z1-993**

Title : Oracle Engagement Cloud
2018 Implementation
Essentials

Vendor : Oracle

Version : DEMO

NO.1 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. Select Status = "Active".
- B. Select Service Catalog in Functional Areas.
- C. Select the task Manage Service Request Categories.
- D. Check the Active flag.
- E. Select Create Category > Create Top-Level Category.
- F. Complete Category Name.
- G. Select Create Category > Create Child Category.

Answer: A,C,E,G

NO.2 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 Service Request knowledge Profile Options", search for the "SVC_ENABLE_KNOWLEDGE_IN_SR" profile option, and set "SITE" value to "Yes".
- B. 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".
- C. 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".
- 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 Administrator Profile Values", search for the "Enable My Knowledge Menu for All Users" profile option, and activate it.
- F. Use the task "manage Administrator Profile Values", search for the "Enable My Knowledge Menu for Service" profile option, and activate it.

Answer: E

NO.3 Which four statements are correct about hotkeys for Action Commands?

- A. They can all be modified.
- B. They can be assigned to a custom action script.
- C. They have default values.
- D. They allow a user to copy a service request.
- E. They allow a user to escalate a service request.
- F. They allow a user to forward a service request.

Answer: A,C,E,F

NO.4 Immediately after your production deployment of Engagement Cloud your users report that the media toolbar is not being displayed.

Which are two reasons for this behavior?

- A. The signed-in user does not have the appropriate access privileges to a toolbar.
- 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. You entered a toolbar height that is not more than 70 pixels.
- E. You have not enabled the Computer Telephony Integration (CTI) service.

Answer: C,E

NO.5 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 externally to customers via My Digital Customer Service (DCS).
- B. Make them available internally to agents as part of the Service Request Knowledge Panel.
- C. Make them available to employees and agents via My Knowledge.
- D. Make them available to external users by giving them access to the internal "My Knowledge" page.
- E. Make them available for users with the "Knowledge Analyst" and "Knowledge Manager" roles only.

Answer: A,C,E

NO.6 You want to configure the workflow for the standard Service Request (SR) object. Which four actions can you do?

- A. You can modify the workflow to update field values within the SR object.
- B. You can send an e-mail notification to specified recipients.
- C. You must make the changes using the Page Composer tool.
- D. You can define the workflow to run when certain fields of the SR object are changed.
- E. You can generate tasks for the SR object from the workflow.
- F. You will be required to code any new workflow actions in Groovy.

Answer: A,B,D,E