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Exam      :  1z0-993

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