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## Oracle B2B Service 2022 Implementation Professional

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## QUESTION NO: 1

Milestones are not getting applied to service requests in the customer environment.

Identify three causes.

- A. The scheduled process has not been set up.
- B. The Starts When criteria of the milestones is not True.
- C. No default coverages are set up.
- D. Entitlement rules are not valid for the service request.

**ANSWER: A B C**

## QUESTION NO: 2

Select three correct limits and restrictions when importing data from a file.

- A. Both create and update operations are available for imported records.
- B. By default, the import starts immediately after it is activated.
- C. Groovy Scripts and object workflows that have been configured for the object being imported are always executed.
- D. The maximum number of records in each CSV file should not exceed the maximum limit of 10,000,000 records.
- E. If the values in the imported CSV file contain a new line character, then they must be enclosed within quotation marks.

**ANSWER: A B C**

## QUESTION NO: 3

Your customer is not able to use category filters for search and recommended results of Knowledge articles in his environment.

Which of the following is causing this behavior?

- A. The user doesn't have the role ENABLE\_LOCALE\_FILTER\_ROLE.
- B. The profile CSO\_ENABLE\_KNOWLEDGE\_FAVORITING is set to N.
- C. The batch job for recommendations has not been executed.
- D. The profile CSO\_ENABLE\_SVC\_KMHOME is set to Y.
- E. The profile CSO\_ENABLE\_CATEGORY\_FILTER is set to N.

**ANSWER: A**

## QUESTION NO: 4

In which three situations can default coverage be applied?

- A. globally, to all service requests that do not have any other coverage
- B. for a specific SR category
- C. for a specific SR status
- D. for a specific period of time
- E. to a specific customer account

**ANSWER: A B D**

## QUESTION NO: 5

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

- A. a single "publish" action to complete the task
- B. nothing (DCS applications are always available to all users.)
- C. moving the application to Staging and subsequently to Production status
- D. system administrator approval

**ANSWER: B C**

## QUESTION NO: 6

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?

- A. There are no specific e-mail tasks available.
- B. The environment was not provisioned correctly and the service module is missing.
- C. The team members don't have the Email Administrator Role provisioned.
- D. The team members have not established the e-mail feature on the Offerings page.

**ANSWER: D**

## QUESTION NO: 7

Your Engagement Cloud site has had the knowledge function enabled. Your internal users want to author articles. Unfortunately, they cannot find the option to create new articles.

What option could cause this problem?

- A. The User Group selected for authoring articles has been set to 'External'.
- B. The Base Locale for the articles has not been enabled in the correct language.
- C. Users have not been given the "Knowledge Analyst" role.
- D. The "Show article snippet in search and recommend" option has not been selected in the task "Manage Administrator Profile Values".

**ANSWER: C**

## QUESTION NO: 8

Which six Digital Customer Service (DCS) parts can be modified using Visual Builder Cloud Service (VBCS)?

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

**ANSWER: A B C E F G**

## QUESTION NO: 9

Your customer has warned you that non-English speakers are going to get access to articles but all your articles are written in English.

Which option allows the customer to address the problem, so that all users can get articles in their native language?

- A. Modify the original base locales of the articles to match the target language.
- B. Deploy the Auto-Translate option on existing articles and turn on the "auto-Translate new articles" feature.
- C. Enable new locales for the languages to be used and provision designated users to translate the articles.

D. Diagnose the usage of the articles to eliminate all nonused documents to avoid unnecessary translations.

**ANSWER: C**

## QUESTION NO: 10

Your customer has three service request child categories under the top-level service request category "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**