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Oracle

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Oracle Service Center 2020 Implementation Essentials

Version: Demo

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Question #:88

Which three features can be configured in advanced routing?

    A. Skill relaxation

    B. Skill time

    C. Queue overflow

    D. Queue prioritization

    E. Queue segregation

    F. Queue limit

Answer: A C D

Question #:48

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

    A. Select the corresponding pull policy.

    B. Select the Pull Chat check box in the chat profile.

    C. Select the Chat check box that is associated with an agent's staff account.

    D. Configure advanced routing.

    E. Enable the engagement engine.

Answer: A B

Question #:3

Which four view modes are available in the Report Editor?

    A. Database View

    B. Data Set View

    C. Design View

    D. Graphical View

    E. Report View

F. Layout View

Answer: B C E F

Question #:4

Which setup sequence is used to give permissions to an individual to access an application?

A. Navigation set > Profile > Staff Account

B. Profile > Navigation set > Staff Account

C. Staff Account > Profile > Navigation set

D. None. No sequence is required.

Answer: B

Question #:57

Which two statements are true about generic objects?

A. They belong to a stand-alone class that is not derived from an RN object.

B. They are used when working with custom objects only.

C. They can be used with standard objects.

D. They automatically consider a package to consist of custom objects.

E. They require the type of data to be set dynamically.

Answer: C D

Question #:30

Which two REST API calls can be used to retrieve account information with ID 3?

A. https://yoursite.domain/services/rest/connect /latest/accounts/ID/3

B. https://yoursite.domain/services/rest/connect /v1.3/accounts_ID/3

C. https://yoursite.domain/services/rest/connect /latest/accounts/3

D. https://yoursite.domain/services/rest/connect /latest/accounts_ID/3

E. https://yoursite.domain/services/rest/connect /v1.3/accounts/3

F. https://yoursite.domain/services/rest/connect /v1.3/accounts/ID/3

Answer: A E

Question #:7

Your customer wants to measure agent performance based on feedback from their end users. If the end users provide negative feedback, their incidents need to be reopened automatically. Which three tasks will fulfill these requirements?

    A. Create a new queue for unhappy customers.

    B. Assign a score to the survey questions and set the status field based on the value

    C. Schedule a survey to run on a daily basis.

    D. Create a transactional survey.

    E. Set an incident business rule to send the survey

    F. Create a report of survey responses.

Answer: A E F

Question #:8

Which option should you use to create or configure queues?

    A. Configuration > Application Appearance >Customizable Menus > System Menus

    B. Configuration > Application Appearance > Customizable Menus > Custom Menus

    C. Configuration > Site Configuration > Message Bases

    D. Configuration > Site Configuration > Configuration Settings

Answer: A

Question #:41

Which four statements are true about incident rules?

    A. A catch-all rule has no impact on incident rules.

    B. All incident rules should have an action to transit from the initial state to another state.

    C. Incident rules should have a minimum of two rule states.

D. Queues, staff accounts, custom fields, and profiles must be functioning before rules can be built based on them.

E. Incident rules should have one rule state.

F. A catch-all incident rule should be typically at the bottom of the rules listed in the initial state.

G. A catch-all escalation action has no impact on incident rules.

Answer: B D E F

Question #:10

Which two statements are true about a disposition?

A. It can be made visible on the Customer Portal.

B. It can be linked to products.

C. It helps to identify the root cause of an incident.

D. It can be set to a maximum depth of three in hierarchy levels.

E. It can be linked to categories.

Answer: B C

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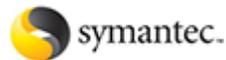
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