



Oracle Cloud 1z0-993

Oracle Engagement Cloud 2018 Implementations Essentials

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Version: 7.0

Question: 1

Your customer wants their milestones to only be due during working hours on weekdays. What characteristics of the Coverage Times must be configured?

- A. The customer must configure at least one interval for every day from Monday to Friday.
- B. The customer must set the time zone to UTC
- C. The customer must configure a lunch break on weekdays.
- D. The customer can optionally configure intervals for Saturday and Sunday.

Answer: A

Question: 2

What is the main function of the Data Security Policies?

- A. defines the views or functionalities the user can access
- B. defines the data a particular user can see and/or modify
- C. defines the privileges and roles a particular user can have
- D. defines the actions a particular user can do
- E. defines the views the application can access

Answer: A

Question: 3

Identify three correct options about the User Administration (My Profile, Sign Up, and/or Registrar Requests) components in Digital Customer Service (DCS).

- A. enable agents to review and approve (or reject) access requests to the DCS instance
- B. allow users to request access to the DCS instance
- C. enable authenticated users to view details about their profile including their roles
- D. enable customer administrators to review and approve (or reject) access requests to the DCS instance

Answer: ACD

Question: 4

When published, SmartText entries can be made available to which two options?

- A. specific users (i.e. "Select from list")
- B. all users (i.e., "Public")
- C. you and your immediate coworkers (i.e. "My Group")
- D. yourself only (i.e. "Private")
- E. this folder (i.e. "Users with folder access only")

Answer: DE

Question: 5

What three things should you perform to show product images in the Product Picker component in Digital Customer Service (DCS)?

- A. Add images as the product image will not be pulled from Engagement Cloud.
- B. Add product ID(s) to the database component.
- C. Configure products groups and product items in Engagement Cloud.
- D. Add the Product object to your DCS application.

Answer: BCD

Question: 6

What should you do to enable Password Reset in Digital Customer Service (DCS)?

- A. Enable the "Password Reset" option in the User Administration component.
- B. Obtain the Change Password Link and add it to your DCS page.
- C. Add the Password Reset component to your DCS application.
- D. Instruct users that they can only change their password by chatting with an agent.

Answer: B

Question: 7

Digital Customer Service application configuration settings in json.cfg include which four options?

- A. Knowledge management article links
- B. Service request links
- C. Default notification preferences
- D. Default communication preferences

- E. Default chat channel preferences
- F. Default time zone.
- G. Knowledge management language locales
- H. Product and category filtering

Answer: ABGH

Question: 8

Your customer asked you to modify the default severity value for new service requests. Which three steps should you follow to make the change?

- A. Modify the Profile Value and save.
- B. Navigate to Setup and Maintenance > Service > Service Request > Manage Service Request Profile Options.
- C. Select View > Detach.
- D. Unlock and publish the new selected profile value.
- E. Lock the Profile Option for editing.
- F. Select the profile SVC_SR_DEFAULT_SEVERITY_CD

Answer: ADF

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