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Question 1

Question Type: MultipleChoice

You have deployed a CPM and would like to log any errors that happen in its execution. Which option is not available to you from the CPM logic?

Options:

- A- logMessage ('message') ;
- B- the log files maintained in the configuration panel in the console
- C- writing to the notes field of the object on which you are performing CPM actions
- D- writing to a custom logging table within the CPM code

Answer:

B

Question 2

Question Type: MultipleChoice

You have been tasked with building a customization that requires a set of five related custom objects. The requirement is for one custom object to be the parent object, which stores the main data record. The four other custom objects will be child objects, which store data related to the parent. When a record is deleted from the parent object, the related data from the child objects also should be deleted.

How would you configure the custom objects?

Options:

- A-** The main custom object would need 'aggregation' relationships to the child custom objects.
- B-** The main custom object would need 'association' relationships to the child custom objects.
- C-** The main custom object would need to be manually configured with foreign key fields with the 'cascade-delete' option set.
- D-** The child objects would need 'aggregation' relationships between themselves, and an 'association' relationship to the parent custom object.

Answer:

D

Question 3

Question Type: MultipleChoice

A developer is writing code on the Ask a Question page to redirect users to the login form if they are not already logged in. Which is the correct rn tag to implement this logic?

A)

```
<rn:meta template="standard.php" login_required="true" clickstream="incident_create" />
```

B)

```
<rn:condition template="standard.php" login_required="true"
clickstream="incident_create" />
```

C)

```
<rn:meta template="standard.php" login_required="false" clickstream="incident_create" />
```

D)

```
<rn:condition logged_in="false">
  <?php header("Location: /app/utis/login_form" ?>
</rn:condition>
```

E)

```
<rn:condition logged_in="false">  
    <rn:widget path="custom/input/FormSubmit" error_location="/app/utils/login_form" />  
</rn:condition>
```

Options:

- A- Option A
- B- Option B
- C- Option C
- D- Option D
- E- Option E

Answer:

A

Question 4

Question Type: MultipleChoice

A developer is creating a knowledge base search in the customer portal- Which developer include in the code to suggest search by products and categories? widget must the

Options:

- A- `<rn: widget path= ':knowledgebase/SearchSuggeationfl' />`
- B- `<rn: ! widgt path= ':3earch/ProductGatogorySearchFilter' />`
- C- `<rn: ;widget path- '^diacuasian/HolatedKnowledgobaaaoAnawera' />`
- D- `<rn: ! widget path= ='search/BasicKoywordSearch' />`
- E- `<rn: :widget path= ':Seacch/ProductCatalog3BarchFilter' />`
- F- `<rn: widget path= 'input/BasicSmartAssistant' />`

Answer:

F

Question 5

Question Type: MultipleChoice

The following code snippet is being used in a custom widget view on a page that is accessible to users with disabilities. Identify the error in the code.

```
<rn:meta controller_path="custom/sample/ItemDisplay"
  js_path="custom/sample/ItemDisplay"
  base_css="custom/sample/ItemDisplay"
  presentation_css="widgetCss/ItemDisplay.css"
  compatibility_set="November '09+"
  required_js_module="november_09,mobile_may_10"/>

<div id="rn_<?=$this->instanceID;?" class="rn_ItemDisplay">
  <span id="rn_<?=$this->instanceID;?" class="rn_ItemDisplayImage">
    
  </span>
</div>
```

Options:

- A- The alt attribute on the image tag is missing.
- B- Images cannot be used on pages that are accessible to users with disabilities.
- C- Custom widgets cannot be used on pages that are accessible to users with disabilities.
- D- Image size needs to be bigger.

Answer:

D

Question 6

Question Type: MultipleChoice

In a Agent Desktop Add-In, which is the correct syntax to get the contact record of the current contact workspace?

A)

```
iContact contact = recordContext.GetWorkspaceRecord  
(RightNow.AddIns.Common.WorkspaceRecord.Contact) as iContact;
```

B)

```
iContact contact = recordContext.getWorkspaceRecord  
(RightNow.AddIns.Object.WorkspaceRecord.Contact) as iContact;
```

C)

```
IContact contact = _recordContext.GetWorkspaceRecord  
(RightNow.AddIns.Common.WorkspaceRecordType.Contact) as IContact;
```

D)

```
iContact contact = _recordContext.getWorkspaceRecord  
(RightNow.AddIns.Object.WorkspaceRecord.Contact) as iContact;
```

E)


```
IContact contact = recordContext.getWorkspaceRecord  
(RightNow.AddIns.Object.WorkspaceRecordType.Contact) as IContact;
```

Options:

- A- Option A
- B- Option B
- C- Option C
- D- Option D
- E- Option E

Answer:

C

Question 7

Question Type: MultipleChoice

You have been tasked with implementing the Syndicated ConditionalChatLink widget on an external page.

Additionally, you want to populate a menu custom field on the chat_launch page with a specific value. The ID of the custom field that you want to populate is 54 and the ID of the desired menu item is 8.

Which is the correct syntax to configure the Syndicated ConditionalChatLink widget so that the specified custom field is populated on the chat_launch page with the desired value?

. custom-fields: {"54":"8"}

Options:

B- custom_fields: {\8\:\54\>

C- custom_fields: {\S4\:\8\}

D- custom-fields: '54:8'

Answer:

B

Question 8

Question Type: MultipleChoice

Which API operation can be used to retrieve a list of all Incident Queue labels and IDs configured on your Oracle B2C Service site?

Options:

- A- GetValuesForNamedID
- B- GetMetaData
- C- QueryObjects
- D- GetValuesForNamedIDHierarchy

Answer:

C

Question 9

Question Type: MultipleChoice

Your Customer wants to fetch specific contact details using an ROQL query. Their requirements are:

1. Fetch Contact ID, Contact First name, and Contact Last name details.
2. Contact first name should start with "A."

3. Query should run against the report database.
4. All contacts must be sorted in ascending order by Contact first name.

Which query will meet all the requirements?

Options:

- A-** String queryString 'USE REPORT; SELECT id, C.Name.First, C.Name.Last FROM Contact C WHERE C.Name.First = 'A%' ORDER BY Contact.Name.First;
- B-** String queryString = 'USE REPORT; SELECT id, C.First, C.Last FROM Contact C WHERE C.First tike *A%' ORDER BY Contact.First;
- C-** String queryString = 'USE REPORT; SELECT id, C.Name.First, C.Name.Last FROM Contact C WHERE C.Name.First like 'A%' ORDER BY Contact.Name.First;
- D-** String queryString = 'USE OPERATIONAL; SELECT id, C.Name.First, C.Name.Last FROM Contact C WHERE
- E-** Name.First like 'A%*' ORDER BY Contact.Name.First;

Answer:

E

Question 10

Question Type: MultipleChoice

Which statement is true about the JavaScript API?

Options:

- A-** It is available as JavaScript objects and can be exposed through browser controls in a workspace.
- B-** It comes with in-built exception handling.
- C-** It is available when you use the Connect Common Object Model CCOM for API operations.
- D-** It cannot be used in Custom Object workspaces.

Answer:

C

Question 11

Question Type: MultipleChoice

You notice that your mobile Customer Portal pages are not displaying in development mode. Identify the cause of the error.

Options:

- A- A mobile page set mapping has not been enabled.
- B- The pre_age_render hook Should Set the USER_AGENT cookie.
- C- Cookies are required for Custom Portal.
- D- The login_required attribute of the Page metatag should be set to false.
- E- The post_page_render hook should set the user agent cookie.

Answer:

D

Question 12

Question Type: MultipleChoice

Which is the correct way to update the primary email address of a contact in Oracle B2C Service with the ID = 8007000 and the email address zzzzxxxx@dummymail.com?

A)

```
URL Endpoint: https://domain.custhelp.com/services/rest/connect/latest/contacts/8007000
Method: POST
```

```
Payload:
```

```
{
  "emails": {
    "address": " zzzzxxxx@dummymail.com"
  }
}
```

B)

```
URL Endpoint: https://domain.custhelp.com/services/rest/connect/latest/contacts/8007000
Method: PUT
```

```
Payload:
```

```
{
  "emails": {
    "address": " zzzzxxxx@dummymail.com"
  }
}
```

C)

```
URL Endpoint: https://domain.custhelp.com/services/rest/connect/latest/contacts/emails/0
Method: PATCH

Payload:

{
  "emails": [{
    "address": "zzzzxxxx@dummymail.com"
  }]
}
```

D)

```
URL Endpoint:
https://domain.custhelp.com/services/rest/connect/latest/contacts/8007000/emails/0
Method: PATCH

Payload:

{
  "address": "zzzzxxxx@dummymail.com"
}
```

E)

URL Endpoint: `https://domain.custhelp.com/services/rest/connect/latest/contacts`

Method: `POST`

Payload:

```
{  
  "emails": 8007000,  
  "emails": [{  
    "address": " zzzzxxxx@dummymail.com"  
  }]  
}
```

Options:

- A- Option A
- B- Option B
- C- Option C
- D- Option D
- E- Option E

Answer:

A

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