

## Exam Questions 1z0-1064

Oracle Engagement Cloud 2019 Implementations Essentials

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#### NEW QUESTION 1

Your customer has noticed that emails are being retrieved every day only at 3:00 PM. This behavior began three days ago and no configuration changes were made during that time. What is the cause of this new behavior?

- A. a configured job to process inbound emails
- B. an inbound message filter per time schedule
- C. a configured profile option to schedule the retrieval of emails
- D. an inbound message filter per sender

**Answer:** B

#### NEW QUESTION 2

What four actions do the as-delivered Service Request components included in a Digital Customer Service (DCS) application enable a DCS user to do?

- A. Chat with an Agent about a Service Request.
- B. View and edit attachments to a Service Request.
- C. Create a Service Request.
- D. Delete a Service Request.
- E. Add a message to a Service Request.

**Answer:** ABCD

#### NEW QUESTION 3

What three things should you do once you have established a global default coverage?

- A. Create an ESS job to Monitor Service Request Milestones.
- B. Create an ESS job to Aggregate Service Requests.
- C. Use Application Composer to configure warning emails about milestone compliance events.
- D. Use Application Composer to include milestones on the Service Request Layout if desired.

**Answer:** ABD

#### NEW QUESTION 4

Which two statements are true about system-to-system authentication between Digital Customer Service (DCS) and Oracle Engagement Cloud?

- A. It does not require matching passwords between Engagement Cloud and DCS.
- B. It is configured exclusively via the Engagement Cloud Security Console.
- C. It enables anonymous users to search the DCS knowledge base.
- D. It must be configured by a user signed in to the Oracle Visual Builder Cloud Service with a valid developer or administrator account.

**Answer:** BC

#### NEW QUESTION 5

Which three steps are required to configure the system to send an email notification when a milestone has reached warning status?

- A. Add an extension column to the milestone object to hold the warning threshold value.
- B. Configure an analytics report showing milestones in warning status.
- C. Specify the warning threshold for the milestone in the standard coverages.
- D. Create standard text to be posted to the message thread.
- E. Configure the email template to be used for notification.
- F. Configure an object workflow action to send the email when the milestone status changes to warning.

**Answer:** BCE

#### NEW QUESTION 6

Your client has noticed that inbound emails from customers are not creating or updating service requests. Which step should they perform to automate it?

- A. Adjust the inbound message filters.
- B. Enable SVC\_SR\_INBOUND\_EMAIL\_AUTO\_UPDATE.
- C. Adjust permissions on all customer's profiles.
- D. Enable SVC\_ENABLE\_INBOUND\_EMAIL\_DEFAULT\_PROCESSING.

**Answer:** B

#### NEW QUESTION 7

Identify two correct options about Application Composer, as the primary web-based tool within Engagement Cloud used to modify standard and custom objects.

- A. It allows edits to dashboard pages.
- B. It requires the use of a sandbox to modify the fields associated with standard and custom objects.
- C. It requires proper permissions to use the tools and additional permissions to edit the desired object.
- D. It includes a preview option for all standard and custom object pages.

**Answer:** B

#### NEW QUESTION 8

Which three subobject functions are included in the REST API for Service Requests (SRs)?

- A. Update SR reference
- B. Update resource manager
- C. Delete activity
- D. Update resource member
- E. Delete message

**Answer:** ACD

#### NEW QUESTION 9

You have enabled email acknowledgement and have created a corresponding template. The acknowledgement e-mail is sent, but there is some standard text appended to the email that is not part of the template:

Standard text appended:

“Your request has been received and is being reviewed by our support staff. The reference number for your service request is: SR0000003006. (SVC-5295081) Thank you for your patience. If you would like to communicate further about the service request, you can reply to this email and send it to the email address: nnn-test.fa.extservice.incoming.2@oracle.com. {# #SR0000003056# #}”

Which statement is true?

- A. You can completely eliminate the standard text appended by editing the message: SVC\_EMAIL\_ACK\_FOR\_KNOWN\_CUST.
- B. You have to edit the e-mail template and add HTML code to customize the standard text section.
- C. You can eliminate part of the standard message, but cannot remove the User Details section, by editing the message: SVC\_EMAIL\_ACK\_FOR\_KNOWN\_CUST.
- D. You cannot completely remove the appended message text but you can edit the appended text by editing the message: SVC\_EMAIL\_ACK\_FOR\_KNOWN\_CUST.

**Answer:** C

#### NEW QUESTION 10

If you want to disable the ability to delete activities for all users, what action should you perform?

- A. Remove the “delete activities” button from all pages used by the users who have this access.
- B. Remove the “delete activities” role from all the users who have this role.
- C. Remove the “delete activities” privilege from all the roles for users who have this access.
- D. Remove the users of the roles who have the “delete activities” access.

**Answer:** D

#### NEW QUESTION 10

When creating localized Digital Customer Service applications, in which order would you perform the following steps?

1. Update the English message as needed for your DCS application.
2. Export the English language message bundle.
3. Translate the English message bundle to all desired languages.
4. Import translated message bundles.

- A. 1,3,2,4
- B. 3,2,4,1
- C. 2,4,3,1
- D. 1,2,3,4

**Answer:** D

#### NEW QUESTION 11

Identify the sequence of steps you must follow to disable the Service Communication channels.

- A. Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Click the pencil icon in the Features column for Service > Deselect all the options.
- B. Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Select the “Disable” column in “Service entitlements”
- C. Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Click the pencil icon in the Features column for Communication Channels > Deselect the “Communication” option.
- D. Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Click the pencil icon in the Features column for Service > Deselect the “Communication Channels” option.
- E. Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Deselect the “Enable” column in “Communication Channels”.

**Answer:** C

#### NEW QUESTION 13

Your customer has asked to investigate a possible bug in their Engagement Cloud Knowledge Base. Users are authoring and publishing articles but these articles are not visible to other users even though the visibility for every article is set to all users.

What could be causing this behavior?

- A. Authors need to make their articles available in order to set them as favorites, so other users can be notified as the articles are updated.
- B. Articles are available to users only after the application updates the knowledge base search index
- C. This happens at regular intervals and there might be some elapsed time before the search index is updated.

- D. There is a configuration failure in the publishing tas
- E. A user provisioned as “Knowledge Manager” must ensure that the “automatic refresh for articles” option is set to “Yes” from the “Manage Administrator Profile Values” task.
- F. Users that want to see immediate updates to articles must have the article in their favorites, so that it is identified as a document of interest and the user will be informed that there has been an update published.

**Answer:** B

#### NEW QUESTION 15

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

#### NEW QUESTION 17

Which three steps are required to set up a standard coverage for the following scenario: High Severity SRs must be worked round-the-clock and resolved in 24 hours (a First Response metric is not required), and the owner should be warned of pending expiration three hours before expiration?

- A. Create a new standard coverage using the delivered Contracts Service Entitlements Entitlement Type.
- B. Do not choose any optional criteria columns.
- C. Choose all optional result columns.
- D. Create an entitlement rule that specifies:-Condition Column Severity = High-Calendar = 24 by7-Resolution Metric = 1440-Resolution Warning Threshold 180-Appropriate Start and End Dates

**Answer:** ABD

#### NEW QUESTION 18

Your customer has the following requirement: when filtering service requests an agent wants to see by default all those service requests that are “New”, whose channel type is “Web”, and are assigned to them.  
Which five activities should be completed by an agent on the SR list page in order to create an appropriate personalized service request search filter?

- A. In Advanced Search, confirm Record Set = Assigned to Me.
- B. Change the section identified with Status = New
- C. In Advanced Search, save and select the “Set as Default” box.
- D. In Advanced Search, select Action > Update.
- E. Click the Show Advanced Search icon.
- F. In Advanced Search, Add Channel Type = Web.

**Answer:** ABCEF

#### NEW QUESTION 21

One of your service agents needs a new search filter on his Service Requests’ list page. How can the agent achieve this?

- A. Add fields from the advanced search functionality.
- B. Grant the agent Administrator permissions to add new search filters.
- C. Create a new search through the application composer.
- D. Create several personalized searches and create them to each other.

**Answer:** C

#### NEW QUESTION 24

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