

1z0-1064 Dumps

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

Identify three considerations before starting the configuration of assignment rules to service requests.

- A. the attributes of queues to use as criteria for your rule assignments
- B. the candidates of service requests to use as criteria for your rule assignments
- C. the candidates of queues to use as criteria for your rule assignments
- D. the attributes of service requests to use as criteria for your rule assignments
- E. the rule sets you want to create and the rules to include in each rule set

Answer: BCE

NEW QUESTION 4

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

NEW QUESTION 5

You have been asked to manage the availability of Knowledge articles. The requirement is that agents, internal users, and external users should all have a way of accessing the articles.

Which three options achieve your customer's requirement?

- A. Make them available to external users by giving them access to the internal "My Knowledge" page.
- B. Make them available externally to customers via My Digital Customer Service (DCS).
- C. Make them available to employees and agents via My Knowledge.
- D. Make them available internally to agents as part of the Service Request Knowledge Panel.
- E. Make them available for users with the "Knowledge Analyst" and "Knowledge Manager" roles only.

Answer: BCE

NEW QUESTION 6

To create a new Survey object, you create a sandbox and set it as active.

Which two statements are correct while creating your Survey object in Application Composer?

- A. Multiple users cannot use your sandbox at the same time.
- B. You can set a second sandbox as Active at the same time in order to begin working on another new object.
- C. Your changes won't be available to any other sandbox or to any application in the mainline application layer until you have published your sandbox.
- D. Your changes are isolated and do not impact other users' configuration environments or the production environment.

Answer: CD

NEW QUESTION 7

You created two assignment rules for service requests using the Use Score option. For some service requests both rules return a result with the same total points. What will be the expected result in the assignment of a queue for these service requests?

- A. An error will occur; no queue is assigned to the service request.
- B. The queue defined in the first evaluated rule is always assigned to the service request.
- C. The queue defined by default is the one assigned to the service request.

D. The service request assignment will be unpredictable.

Answer: B

NEW QUESTION 8

Which option describes the automated page presentation for incoming calls?

- A. a feature that displays a caller-appropriate application page based on your customer's native language when you answer your phone
- B. a feature that displays a caller-appropriate application page based on a set of navigation rules defined for your customer when you answer your phone
- C. a feature that displays a detailed caller profile based on a customizable set of parameters defined for your customer when you answer your phone
- D. a feature that displays a detailed caller profile based on your customer's country when you answer your phone

Answer: D

NEW QUESTION 9

You are creating a shared SmartText entry. Which option do you need to select to define a time period during which the entry is available to users?

- A. Time Period
- B. Duration
- C. Available
- D. Interval
- E. Start/Stop

Answer: B

NEW QUESTION 10

Which three statements are true about building Digital Customer Service (DCS) applications?

- A. Many DCS applications can be active in production at the same time.
- B. DCS includes a "reference implementation template" that illustrates recommended implementation practices.
- C. Only one version of a DCS application can be active in production at any time.
- D. DCS application can be embedded in other sites.

Answer: BCD

NEW QUESTION 10

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 15

Which two are true characteristics about the lifecycle of a service request?

- A. If required, users can manually set the "Closed" status for a service request.
- B. Users can reopen a service request when the status is set to "Closed".
- C. Users can reopen a service request when the status is set to "Resolved".
- D. "Closed" status is set by an automatic job after a specified number of days.
- E. "Customer working" is one of the five seeded status types.

Answer: CD

NEW QUESTION 16

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 20

What is the main function of the Data Security Policies?

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

Answer: D

NEW QUESTION 22

To create a service request, you log in to Engagement Cloud, navigate to service > Service Request and then click “Create Service Request”. Which set of field must be completed to save the service request (assume as-delivered field properties have not been changed)?

- A. Title, Status
- B. Title
- C. Title, Category, Severity, Status
- D. Title, Status, Problem Description
- E. Title, Category, Severity

Answer: C

NEW QUESTION 26

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 30

Oracle Engagement Cloud provides tools to add or modify which six types of entities?

- A. Icons
- B. Themes
- C. Object workflow
- D. Exports
- E. Reports
- F. Fields
- G. Objects
- H. Roles and privileges

Answer: DEFG

NEW QUESTION 35

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: ABD

NEW QUESTION 40

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

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

Answer: D

NEW QUESTION 43

Which four statements are correct about hotkeys for Action Commands?

- A. They allow a user to escalate a service request.
- B. They have default values.
- C. They can all be modified.
- D. They allow a user to forward a service request.
- E. They can be assigned to a custom action script.
- F. They allow a user to copy a service request.

Answer: ABCD

NEW QUESTION 44

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 49

Your client has already established a product catalog of sales products and now wants to include service products to categorize service requests. You suggest the creation of a new catalog.

What are two advantages of creating a new service catalog instead of using an existing one?

- A. requires less work and effort
- B. allows use of a simpler hierarchy
- C. allows the display of a product hierarchy specifically for service purposes
- D. allows you to use the same product hierarchy as sales

Answer: AD

NEW QUESTION 54

Which three types of data are included in the interaction associated with a normal call flow?

- A. Start time of the call
- B. Agent name
- C. Service Request create date
- D. Contact name
- E. Channel

Answer: BCD

NEW QUESTION 59

You have been instructed to implement the “My Knowledge” page for your customer’s Engagement Cloud site.

Which is the correct first action in configuring “My Knowledge”?

- A. Use the task “Manage Administrator Profile Values”, search for the “Enable My Knowledge Menu for All Users” profile option, and activate it.
- B. Use the task “manage Administrator Profile Values”, search for the “Enable My Knowledge Menu for Service” profile option, and activate it.
- C. Use the task “Manage Service Request knowledge Profile Options”, search for the “SVC_ENABLE_KNOWLEDGE_PAGE_EXTERNAL_USERS” profile option, and set “Site” value to “Yes”.
- D. Use the task “Manage Service Request knowledge Profile Options”, search for the “SVC_ENABLE_ARTICLE_CREATION_EDITION” profile option, and set the “SITE” value to “Yes”.
- E. Use the task “Manage Administrator Profile Values”, search for the “Enable My Knowledge Menu for Help Desk” profile option, and activate it.
- F. Use the task “Manage Service Request knowledge Profile Options”, search for the “SVC_ENABLE_KNOWLEDGE_IN_SR” profile option, and set “SITE” value to “Yes”.

Answer: A

NEW QUESTION 63

Your customer sells a wide variety of Mobile phones. To classify service requests efficiently you plan to create a new primary category called Mobile Phones.

Which four steps are required to define this new category?

- A. Select Create Category > Create Top-Level Category.
- B. Check the Active flag.
- C. Select the task Manage Service Request Categories.
- D. Select Status = “Active”.
- E. Select Service Catalog in Functional Areas.
- F. Select Create Category > Create Child Category.
- G. Complete Category Name.

Answer: ACDF

NEW QUESTION 64

Which two steps are needed to create a new business object in Digital Customer Service?

- A. Assign the new business object to a new component.
- B. Assign object access roles to an administrative user.
- C. Map a Visual Builder Cloud Service business object to the object API.
- D. Assign the new business object to a page.

Answer: BC

NEW QUESTION 66

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

Answer: BDE

NEW QUESTION 67

Your customer is asking for a modification of Lookup Types in Service Request.

You navigate to Setup and Maintenance > Service > Service Request, and click to display all tasks. Which four lookups can be modified from this task list?

- A. Manage Service Request Products
- B. Manage Service Request Status Values
- C. Manage Service Request Categories
- D. Manage Service Request Severities
- E. Manage Service Request Queue
- F. Manage Service Request Resolutions

Answer: ABCE

NEW QUESTION 71

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: ABCEFG

NEW QUESTION 74

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: ABC

NEW QUESTION 79

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 83

Which two keyboard shortcuts can be modified?

- A. OK
- B. Create Service Request
- C. Cancel
- D. Save and Continue
- E. Save and Close

Answer: AB

NEW QUESTION 86

Which two statements are true regarding the Audit History tab of a Service Request?

- A. It is enabled by default.

- B. It is available only to authorized administrators.
- C. It is searchable by date range, username, event type, event severity, and event duration.
- D. It is exportable to Excel.
- E. It allows users to save searches for later reuse.

Answer: AE

NEW QUESTION 88

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