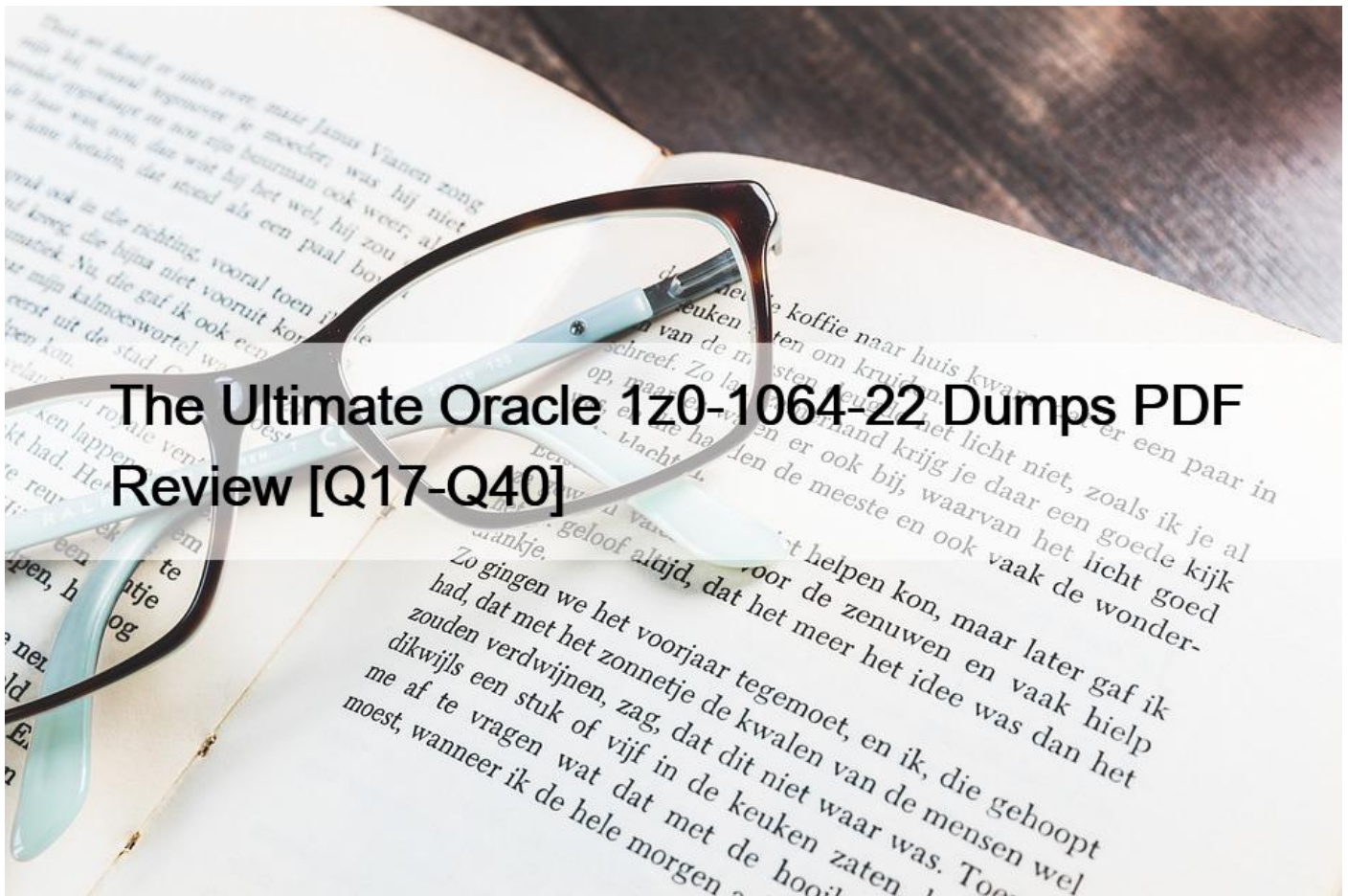# The Ultimate Oracle 1z0-1064-22 Dumps PDF Review [Q17-Q40

The Ultimate Oracle 1z0-1064-22 Dumps PDF Review
Achieve The Utmost Performance In 1z0-1064-22 Exam Pass Guaranteed

## Oracle 1z0-1064-22 Exam Syllabus Topics:

TopicDetailsTopic 1- Describe common SR processing activities-  Identify mechanisms of B2B Service customizationTopic 2- Describe DCS enablement activities (profiles, roles, authentication)-  Implement an SR assignment mappingTopic 3- Describe entitlement concepts (coverage, milestones)-  Use Functional Setup Manager (FSM)Topic 4- Service Request (SR) Management-  Set up SR creation and handlingTopic 5- Identify common SR searches-  Use tools used to configure and customize B2B ServiceTopic 6- Describe Analytics concepts (infolets, subject areas, queries)-  Identify KM enablement activities (products- categories, security, features)Topic 7- Perform Email set up a-ctivities (inbound setup, outbound setup, templates)-  Describe DCS architecture components (themes, templates, pages)Topic 8- Create and Configure a DCS Application-  Advanced Configuration, Integration and Analytics

**NEW QUESTION 17**

Your customer asked you to modify the default severity value for new service requests.

Which three steps should you follow to make the change?

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

## NEW QUESTION 18

In which three situations can default coverage be applied?
* globally, to all service requests that do not have any other coverage
* for a specific SR category
* for a specific SR status
* for a specific period of time
* to a specific customer account

## NEW QUESTION 19

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

## NEW QUESTION 20

Which option describes the automated page presentation for incoming calls?
* a feature that displays a caller-appropriate application page based on your customer's native language when you answer your phone
* 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
* a feature that displays a detailed caller profile based on a customizable set of parameters defined for your customer when you answer your phone
* a feature that displays a detailed caller profile based on your customer's country when you answer your phone

## NEW QUESTION 21

You have been asked about some of the features of CTI notifications. Users want to be efficient in their time use, using alternate browser pages to carry out other activities when they are not receiving calls. However, the priority remains answering their client's calls, so they are forced to remain on the Engagement Cloud Page to avoid missing them.

Perform an analysis on the available features of Engagement Cloud and select the best viable answer to your customer's issue.

* Engagement Cloud supports push notifications sent to mobile phones, so users can be aware via phone when a client is calling.
* A toast notification option is present, which consists of desktop notifications popping up regarding incoming calls, whether they are currently on the Engagement Cloud browser page or not.
* A floating toolbar notification center can be configured, that is present all the time in the agent&#8217;s screen to inform him/her of incoming calls, whether they are currently on the Engagement Cloud browser page or not.
* There is not current feature that may help users be aware of the presence of an incoming call if they are not currently in the Engagement Cloud browser page.

## NEW QUESTION 22

Which three statements are true about building Digital Customer Service (DCS) applications?
* Many DCS applications can be active in production at the same time.
* DCS includes a &#8220;reference implementation template&#8221; that illustrates recommended implementation practices.
* Only one version of a DCS application can be active in production at any time.
* DCS application can be embedded in other sites.

## NEW QUESTION 23

Which two keyboard shortcuts can be modified?
* OK
* Create Service Request
* Cancel
* Save and Continue
* Save and Close

## NEW QUESTION 24

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?
* The User Group selected for authoring articles has been set to &#8216;External&#8221;.
* The Base Locale for the articles has not been enabled in the correct language.
* Users have not been given the &#8220;Knowledge Analyst&#8221; role.
* The &#8220;Show article snippet in search and recommend&#8221; option has not been selected in the task &#8220;Manage Administrator Profile Values&#8221;.

## NEW QUESTION 25

Which three statements are true?
* Oracle Engagement Cloud shares a common data model with Oracle Sales Cloud and other Oracle Cloud Applications.
* Oracle Engagement Cloud shares a common customization toolset including Sandboxes, Application Composer, Page Composer and Groovy scripting, with Oracle Sales Cloud and other Oracle Cloud Applications.
* Like other Oracle Cloud Applications, Engagement Cloud provides REST APIs to integrate with other services.
* Like other Oracle Cloud Applications, Engagement Cloud provides SOAP APIs to integrate with other services.

## NEW QUESTION 26

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.
*  1,3,2,4
*  3,2,4,1
*  2,4,3,1
*  1,2,3,4

## NEW QUESTION 27

Your customer has three service request child categories under the top-level service request category &#8220;Accounts&#8221;:

Gold Accounts

Silver Accounts

Basic Accounts

You now want to disable the &#8220;Silver Accounts&#8221; category.

Which option meets the requirement?
*  In Setup and maintenance > Service > Setup > Service Request > manage service Request Child categories, search for the &#8220;Accounts&#8221; category and deselect the &#8220;Active&#8221; Column.
*  In Setup and maintenance > Service > Setup > Service Request > Manage Service Request Categories, search for the &#8220;Silver Accounts&#8221; Category and expand it, click the &#8220;Inactive&#8221; button.
*  In Setup and maintenance > Service > Setup > Service Request > Manage Service Request Categories, search for the &#8220;Accounts&#8221; Category and expand it, select the &#8220;Gold Accounts&#8221; and &#8220;Basic Accounts&#8221; child categories and click the &#8220;Inactive&#8221; button.
*  In Setup and maintenance > Service > Setup > Service Request > Manage Service Request Categories, search for the &#8220;Accounts&#8221; Category and expand it, select the &#8220;Silver Accounts&#8221; child category and deselect the &#8220;Active&#8221; Column.

## NEW QUESTION 28

If you did not use the Reference Implementation template for your Digital Customer Service (DCS) application, you will
_____.
*  not be able to preview your application before you publish it
*  have to contact Oracle Support for the permission to deploy your custom DCS application
*  be required to map roles so that the Visual Builder Cloud Service role matches the Engagement Cloud role
*  be required to create all of your own components for the display of Engagement Cloud objects

## NEW QUESTION 29

What four actions do the as-delivered Service Request components included in a Digital Customer Service (DCS) application enable a DCS user to do?
*  Chat with an Agent about a Service Request.

* View and edit attachments to a Service Request.
* Create a Service Request.
* Delete a Service Request.
* Add a message to a Service Request.

## NEW QUESTION 30

One of your service agents needs a new search filter on his Service Requests&#8217; list page.

How can the agent achieve this?
* Add fields from the advanced search functionality.
* Grant the agent Administrator permissions to add new search filters.
* Create a new search through the application composer.
* Create several personalized searches and create them to each other.

## NEW QUESTION 31

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?
* Time Period
* Duration
* Available
* Interval
* Start/Stop

## NEW QUESTION 32

Identify the sequence of steps you must follow to disable the Service Communication channels.
* 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.
* Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Select the &#8220;Disable&#8221; column in &#8220;Service entitlements&#8221;
* 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 &#8220;Communication&#8221; option.
* 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 &#8220;Communication Channels&#8221; option.
* Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Deselect the &#8220;Enable&#8221; column in &#8220;Communication Channels&#8221;.

## NEW QUESTION 33

You have just created a new Digital Customer Service (DCS) application and now you need to add a user-registration option.

Which three steps should you perform to configure user self-registration in your DCS application?
* Configure the self-registrations to restrict registration to only existing Contacts.
* Configure your self-registrations so that they are automatically approved.
* Enable the self-registration steps in the &#8220;Manage Digital Customer Service Registration Profile Options&#8221; task.
* Disable the anonymous access option in your DCS application.

**NEW QUESTION 34**

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?
* Select Create Category > Create Top-Level Category.
* Check the Active flag.
* Select the task Manage Service Request Categories.
* Select Status = &#8220;Active&#8221;.
* Select Service Catalog in Functional Areas.
* Select Create Category > Create Child Category.
* Complete Category Name.

**NEW QUESTION 35**

Which three options are advantages of a structured approach to Knowledge Management as implemented in Engagement Cloud?
* Shared Across the Organization: The information is available to all users given they possess the right roles, and is used and reused by them to create solutions and solve problems for other users.
* In-Article Content Scanning: Knowledge Management is designed to process information inside the documents to categorize them into the corresponding products and categories to make searches more effective.
* Single point of maintenance: The Knowledge Base can be maintained easily as it is centralized.
* Multi-Language Capabilities: Users can create their articles in their native language and enable Auto-Translate to make it available to users from other regions with different languages without effort.
* Easy to Search: Knowledge Articles content and Service Request context can be used together to recommend the best Knowledge Articles to an agent.

**NEW QUESTION 36**

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:

&#8220;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# #}&#8221; Which statement is true?
* You can completely eliminate the standard text appended by editing the message: SVC_EMAIL_ACK_FOR_KNOWN_CUST.
* You have to edit the e-mail template and add HTML code to customize the standard text section.
* 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.
* 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.

**NEW QUESTION 37**

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

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

## NEW QUESTION 38

You want to configure the workflow for the standard Service Request (SR) object. Which four actions can you do?
* You can modify the workflow to update field values within the SR object.
* You can generate tasks for the SR object from the workflow.
* You must make the changes using the Page Composer tool.
* You will be required to code any new workflow actions in Groovy.
* You can send an e-mail notification to specified recipients.
* You can define the workflow to run when certain fields of the SR object are changed.

## NEW QUESTION 39

You need to extract all service Request (SR) data from your Engagement Cloud site from the last 12 months.

Identify two valid approaches to get this large volume of data.
* You can schedule a single export as an ESS job (also known as a "scheduled process") for all 12 months of SR data.
* You can download large volumes of SR data from the Analytics interface.
* You must retrieve large volumes of data through a REST API endpoint.
* You can schedule incremental exports as ESS jobs (also known as a "scheduled process") on a periodic basis, such as weekly or monthly.

## NEW QUESTION 40

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?
* There are no specific e-mail tasks available.
* The environment was not provisioned correctly and the service module is missing.
* The team members don't have the Email Administrator Role provisioned.
* The team members have not established the e-mail feature on the Offerings page.

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