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### NEW QUESTION: 1

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

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

Answer: D ([LEAVE A REPLY](#))

### NEW QUESTION: 2

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

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

Answer: A,C,D ([LEAVE A REPLY](#))

### NEW QUESTION: 3

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. Enable SVC\_SR\_INBOUND\_EMAIL\_AUTO\_UPDATE.
- B. Adjust permissions on all customer's profiles.

- C. Adjust the inbound message filters.
- D. Enable SVC\_ENABLE\_INBOUND\_EMAIL\_DEFAULT\_PROCESSING.

**Answer: A (LEAVE A REPLY)**

#### **NEW QUESTION: 4**

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. Articles are available to users only after the application updates the knowledge base search index. This happens at regular intervals and there might be some elapsed time before the search index is updated.
- B. 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.
- C. There is a configuration failure in the publishing task. 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.
- D. 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: A (LEAVE A REPLY)**

#### **NEW QUESTION: 5**

You are starting a new Engagement Cloud project implementation, and one of your customer requirements is to share service request information through Oracle Social Network.

In which way can you enable the service requests to be shareable on Oracle Social Network?

- A. Setup and maintenance > Service > Setup > Productivity Tools > Manage Oracle Social Network Objects for Service
- B. Setup and maintenance > Sales > Service Request > Manage Oracle Social Network Objects
- C. Setup and maintenance > Service > Setup > Productivity Tools > Manage Custom Objects for Service
- D. Setup and maintenance > Service > Configuration and Security > Service Request > Manage Oracle Social Network Objects for Service

**Answer: D (LEAVE A REPLY)**

#### **NEW QUESTION: 6**

You want to configure the workflow for the standard Service Request (SR) object. Which four actions can you do?

- A. You can generate tasks for the SR object from the workflow.
- B. You must make the changes using the Page Composer tool.

- C. You can send an e-mail notification to specified recipients.
- D. You can define the workflow to run when certain fields of the SR object are changed.
- E. You will be required to code any new workflow actions in Groovy.
- F. You can modify the workflow to update field values within the SR object.

**Answer: A,C,D,F ([LEAVE A REPLY](#))**

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

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 8**

Select three correct limits and restrictions when importing data from a file.

- A. Both create and update operations are available for imported records.
- B. If the values in the imported CSV file contain a new line character, then they must be enclosed within quotation marks.
- C. The maximum number of records in each CSV file should not exceed the maximum limit of 10,000,000 records.
- D. By default, the import starts immediately after it is activated.
- E. Groovy Scripts and object workflows that have been configured for the object being imported are always executed.

**Answer: A,D,E ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 9**

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

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

**Answer: A,C,D ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 10**

Which four statements are correct about hotkeys for Action Commands?

- A. They allow a user to escalate a service request.
- B. They allow a user to forward a service request.

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

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 11**

Milestones are a key component of Service Entitlements. Identify three correct options regarding milestones.

- A. Milestones can be one of four default types: 'First Response', 'Second Response', 'Final Action', and 'Resolution'.
- B. Milestones are customizable by an administrator to include any number of organization-specific milestone types.
- C. Milestones are actions on a service request (SR) that must be completed by a specific time.
- D. Milestones can be configured to start, pause, or complete based on a complex expression with AND, OR, and parentheses.
- E. Milestones are commitments to handle SRs within certain timelines.

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 12**

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?

- A. Disable the anonymous access option in your DCS application.
- B. Enable the self-registration steps in the "Manage Digital Customer Service Registration Profile Options" task.
- C. Configure the self-registrations to restrict registration to only existing Contacts.
- D. Configure your self-registrations so that they are automatically approved.

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 13**

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 privileges and roles a particular user can have
- C. defines the actions a particular user can do
- D. defines the views or functionalities the user can access
- E. defines the views the application can access

**Answer:** D ([LEAVE A REPLY](#))

#### **NEW QUESTION: 14**

Which option describes the automated page presentation for incoming calls?

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

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 15**

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

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

**Answer:** A ([LEAVE A REPLY](#))

#### **NEW QUESTION: 16**

Your customer sells many kinds of specialized electronics equipment. When creating a service request (SR), an agent searches the product categories and chooses the appropriate type of equipment for that SR.

Identify three advantages of selecting the category correctly.

- A. Filter the selection of the product related to the service request, when filtering by a particular category.
- B. The hierarchical structure of the categories helps to improve the service request classification.
- C. Categories facilitate the assignment of an agent to the service request.
- D. Categories improve the filtering of Knowledge articles that might contain a potential solution to the problem.
- E. Categories determine the steps an agent must follow to close the service request.

**Answer:** B,C,D ([LEAVE A REPLY](#))

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**NEW QUESTION: 17**

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

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

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 18**

Given the entitlement rules below, if a high-severity service request (SR) is created on Thursday at 2 PM, which two options are true?

Condition Column Severity = High

Calendar = 9AM to 5 PM, Monday - Friday, US EST

Resolution Metric = 2880

Resolution Warning Threshold 120

First Response Metric = 360

First Response Warning Threshold

- A. First Response is due on Friday, 12 noon EST.
- B. If no action is taken on the SR, First Response warning will occur on Friday, 9 AM EST.
- C. If the SR is not resolved, Resolution warning will occur on Monday, 12 noon EST.
- D. Resolution is due on Saturday, 2 PM EST.

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 19**

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

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

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 20**

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. Map a Visual Builder Cloud Service business object to the object API.

- C. Assign the new business object to a page.
- D. Assign object access roles to an administrative user.

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 21**

Which four actions does the REST API for Service Requests (SRs) allow?

- A. Update SR assignee
- B. Update SR milestone
- C. Delete SR by SR title
- D. Delete SR by SR number
- E. Create SR

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 22**

Which two options are true about role synchronization for Digital Customer Service (DCS)?

- A. is real time
- B. is required for every DCS instance
- C. enables DCS user authentication through an identity management service (such as Engagement Cloud identity management)
- D. also synchronizes userIDs and passwords between DCS and Engagement Cloud

**Answer:** A,B ([LEAVE A REPLY](#))

**NEW QUESTION: 23**

Your customer has three service request child categories under the top-level service request category "Accounts":

Gold Accounts

Silver Accounts

Basic Accounts

You now want to disable the "Silver Accounts" category.

Which option meets the requirement?

- A. In Setup and maintenance > Service > Setup > Service Request > Manage Service Request Categories, search for the "Silver Accounts" Category and expand it, click the "Inactive" button.
- B. In Setup and maintenance > Service > Setup > Service Request > manage service Request Child categories, search for the "Accounts" category and deselect the "Active" Column.
- C. In Setup and maintenance > Service > Setup > Service Request > Manage Service Request Categories, search for the "Accounts" Category and expand it, select the "Silver Accounts" child category and deselect the "Active" Column.

D. In Setup and maintenance > Service > Setup > Service Request > Manage Service Request Categories, search for the "Accounts" Category and expand it, select the "Gold Accounts" and "Basic Accounts" child categories and click the "Inactive" button.

**Answer: A ([LEAVE A REPLY](#))**

**NEW QUESTION: 24**

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. Start/Stop
- E. Interval

**Answer: B ([LEAVE A REPLY](#))**

**NEW QUESTION: 25**

Which six Digital Customer Service (DCS) parts can be modified using Visual Builder Cloud Service (VBCS)?

- A. UI components
- B. Themes
- C. Object workflows
- D. Templates
- E. Object triggers
- F. Business objects
- G. Languages
- H. Pages

**Answer: B,C,D,E,F,H ([LEAVE A REPLY](#))**

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