# 1Z0-1064-20<sup>Q&As</sup>

Oracle B2B Service 2020 Implementation Essentials

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**QUESTION 1**

Your customer is not able to use category filters for search and recommended results of Knowledge articles in his environment.

Which of the following is causing this behavior?

A. The user doesn\\'t have the role ENABLE_LOCALE_FILTER_ROLE.

B. The profile CSO_ENABLE_KNOWLEDGE_FAVORITING is set to N.

C. The batch job for recommendations has not been executed.

D. The profile CSO_ENABLE_SVC_KMHOME is set to Y.

E. The profile CSO_ENABLE_CATEGORY_FILTER is set to N.

Correct Answer: A

**QUESTION 2**

Your client needs to associate a product item to a product group but cannot make the association. Whatshould you check to identify the cause?

A. Validate that the product item is active and published.

B. Verify that Eligible for Service is selected on the product item.

C. Verify that Root Catalog is selected on the product groups.

D. Validate that AllowDuplicate is selected on the product item.

Correct Answer: A

**QUESTION 3**

To create anew 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 Activeat 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.

Correct Answer: CD

**QUESTION 4**

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

Correct Answer: DEFG

**QUESTION 5**

Yourcustomer 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.

Correct Answer: ACDF

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