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QUESTION 1

You are creating or editing a SmartText entry. Which four options can you insert into the entry?

- A. URLs
- B. Tables
- C. Images
- D. Variables
- E. Text
- F. Other SmartText entries

Correct Answer: BDEF

QUESTION 2

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. This happens at regular intervals and there might be some elapsed time before the search index is 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.

Correct Answer: B

QUESTION 3

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".

Correct Answer: C

QUESTION 4

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 by 7Resolution Metric = 1440-Resolution Warning Threshold 180-Appropriate Start and End Dates

Correct Answer: ABD

QUESTION 5

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. Configure the self-registrations to restrict registration to only existing Contacts.

B. Configure your self-registrations so that they are automatically approved.

C. Enable the self-registration steps in the "Manage Digital Customer Service Registration Profile Options" task.

D. Disable the anonymous access option in your DCS application.

Correct Answer: ABD

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