



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

Oracle B2B Service 2020 Implementation Essentials

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### 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

Correct Answer: B

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### QUESTION 2

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.

Correct Answer: CD

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### QUESTION 3

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.

Correct Answer: ACDF

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#### QUESTION 4

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

Correct Answer: ABCEFG

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#### QUESTION 5

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

Correct Answer: AD

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