1Z0-1064-22 Q&As

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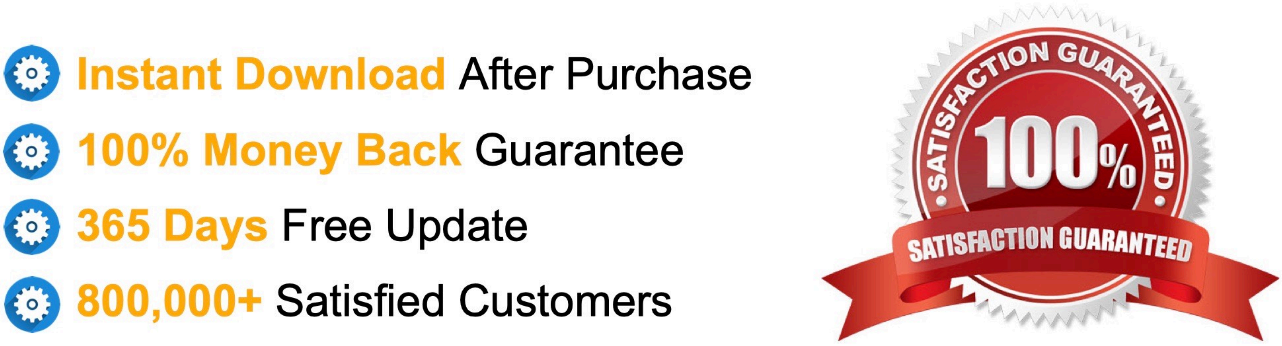

QUESTION 1

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

A. You can modify the workflow to update field values within the SR object.

B. You can generate tasks for the SR object from the workflow.

C. You must make the changes using the Page Composer tool.

D. You will be required to code any new workflow actions in Groovy.

E. You can send an e-mail notification to specified recipients.

F. You can define the workflow to run when certain fields of the SRobject are changed.

Correct Answer: ABEF

QUESTION 2

Your customer has informed you about a possible errorin the screen pop-up when receiving a call. The problem is that the edit contact screen pop is shown whenever a call is received but most of the time the calls are regarding open Service Requests. As a result, agents have to navigate to that page, losingtime and being ineffective.

What is causing the problem?

A. Rules do not follow an order. When a call is received, the "edit contact" screen pop appears because it is the default rule that has been selected, regardless of the service request number or other tokens received.

B. Rules follow a priority order. When the system finds a contact token it automatically opens the "edit contact" page, because that rule has been configured before the Service request rule, regardless if a service Request token is alsoavailable.

C. A configuration in the pages tab of the screen pop is missing, the URL to the page to be displayed has not been provisioned. The URL is empty so the system shows the contact edit page.

D. Screen pops are not configurable. When a call arrives, the system automatically opens the page of the object in question, these cases being the contact page.

Correct Answer: C

QUESTION 3

Select the correct procedure to enable the Audit History tab for Service Requests.

A. Sign in to Engagement Cloud as anadministrator.From the Navigation tool, select Setup and Maintenance.Select the "Service" tile from the list of products.Click "Setup" in the Administration section.In the Functional Areas section, select "Productivity Tools". Select the task "Manage Global Search Profile Options".Search for the profile option code for SR Audit.In the Profile Values section for the profile option code, select Yes in the Profile Values drop-down list.Save the configuration.

B. Sign in to Engagement Cloud as a user.From the navigation tool, select "Set Preferences".Under "Service" select "Configure Audit History".From the "Enable" tab, click "Yes" for the "Show Audit History" option.Select the "Fields" tab and add all desired fields to the "Displayed Fields" column.Select the"Filters" tab, choose an available field, add the desired filter, and add the filter to the "Active Filters" list.Save the configuration.

C. Sign in to Engagement Cloud as an administrator.From the Navigation tool, select Application Composer.At the top ofthe page choose "Appearance".Under General, click "Enable" next to "Show Audit History" option.Save the configuration.

D. Sign in to Engagement Cloud as an administrator.From the Navigation tool, select Security Console.Select the Search icon and search for "Service Request Audit History".In the Profile values section, select Yes in the Profile Values drop-down list.Save the configuration.

Correct Answer: D

QUESTION 4

Which two actions can you takewhen using Application Composer to create a new Trouble Ticket object?

A. You can create a field rule or a field trigger on a field of the Trouble Ticket object but not both on the same field.

B. You can create a trigger on the Trouble Ticket object usingthe Upon Import Into Database trigger event to update the custom "OpenTroubleTickets" of the Account object.

C. You can set a field rule to validate that the Priority field of the Trouble Ticket object is between 1 and 5

D. You can set an object rule to validate that a Trouble Ticket of Priority 1 cannot be saved without being assigned to a staff member.

Correct Answer: BC

QUESTION 5

What three things should you perform to show product images in the Product Picker component in Digital Customer Service (DCS)?

A. Add images as the productimage will not be pulled from Engagement Cloud.

B. Add the Product object to your DCS application.

C. Add product ID(s) to the database component.

D. Configure products groups and product items in Engagement Cloud.

Correct Answer: BCD