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QUESTION 1

Identify the sequence of steps you must follow to disable the Service Communication channels.

- A. Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Click the pencil icon in the Features column for Service > Deselect all the options.
- B. Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Select the "Disable" column in "Service entitlements"
- C. Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Click the pencil icon in the Features column for Communication Channels > Deselect the "Communication" option.
- D. Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Click the pencil icon in the Features column for Service > Deselect the "Communication Channels" option.
- E. Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Deselect the "Enable" column in "Communication Channels".

Correct Answer: C

QUESTION 2

You created two assignment rules for service requests using the Use Score option. For some service requests both rules return a result with the same total points.

What will be the expected result in the assignment of a queue for these service requests?

- A. An error will occur; no queue is assigned to the service request.
- B. The queue defined in the first evaluated rule is always assigned to the service request.
- C. The queue defined by default is the one assigned to the service request.
- D. The service request assignment will be unpredictable.

Correct Answer: B

QUESTION 3

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. Interval

E. Start/Stop

Correct Answer: B

QUESTION 4

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

A. is required for every DCS instance

B. also synchronizes userIDs and passwords between DCS and Engagement Cloud

C. enables DCS user authentication through an identity management service (such as Engagement Cloud identity management)

D. is real time

Correct Answer: AD

QUESTION 5

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

A. Update SR milestone

B. Create SR

C. Update SR assignee

D. Delete SR by SR number

E. Delete SR by SR title

Correct Answer: ABCD

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