



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

Oracle Engagement Cloud 2019 Implementations Essentials

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### QUESTION 1

You have enabled email acknowledgement and have created a corresponding template. The acknowledgement e-mail is sent, but there is some standard text appended to the email that is not part of the template:

Standard text appended:

"Your request has been received and is being reviewed by our support staff. The reference number for your service request is: SR0000003006. (SVC-5295081)

Thank you for your patience. If you would like to communicate further about the service request, you can reply to this email and send it to the email address: nnn- test.fa.extservice.incoming.2@oracle.com. {# #SR0000003056# #}"

Which statement is true?

- A. You can completely eliminate the standard text appended by editing the message: SVC\_EMAIL\_ACK\_FOR\_KNOWN\_CUST.
- B. You have to edit the e-mail template and add HTML code to customize the standard text section.
- C. You can eliminate part of the standard message, but cannot remove the User Details section, by editing the message: SVC\_EMAIL\_ACK\_FOR\_KNOWN\_CUST.
- D. You cannot completely remove the appended message text but you can edit the appended text by editing the message: SVC\_EMAIL\_ACK\_FOR\_KNOWN\_CUST.

Correct Answer: C

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### QUESTION 2

Your customer has the following requirement: when filtering service requests an agent wants to see by default all those service requests that are "New", whose channel type is "Web", and are assigned to them.

Which five activities should be completed by an agent on the SR list page in order to create an appropriate personalized service request search filter?

- A. In Advanced Search, confirm Record Set = Assigned to Me.
- B. Change the section identified with Status = New
- C. In Advanced Search, save and select the "Set as Default" box.
- D. In Advanced Search, select Action > Update.
- E. Click the Show Advanced Search icon.
- F. In Advanced Search, Add Channel Type = Web.

Correct Answer: ABCEF

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### QUESTION 3



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

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#### QUESTION 4

Your customer has informed you about a possible error in 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, losing time 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 also available.
- 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

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#### QUESTION 5

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

- A. is required for every DCS instance
- B. also synchronizes user IDs 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



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Correct Answer: AD

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