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Oracle Engagement Cloud 2019 Implementations Essentials

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QUESTION 1

You need to extract all service Request (SR) data from your Engagement Cloud site from the last 12 months.

Identify two valid approaches to get this large volume of data.

- A. You can schedule a single export as an ESS job (also known as a "scheduled process") for all 12 months of SR data.
- B. You can download large volumes of SR data from the Analytics interface.
- C. You must retrieve large volumes of data through a REST API endpoint.
- D. You can schedule incremental exports as ESS jobs (also known as a "scheduled process") on a periodic basis, such as weekly or monthly.

Correct Answer: AB

QUESTION 2

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

Correct Answer: AD

QUESTION 3

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

Correct Answer: ABD



QUESTION 4

Oracle Engagement Cloud provides tools to add or modify which six types of entities?

- A. Icons
- B. Themes
- C. Object workflow
- D. Exports
- E. Reports
- F. Fields
- G. Objects
- H. Roles and privileges

Correct Answer: DEFG

QUESTION 5

You have been asked to manage the availability of Knowledge articles. The requirement is that agents, internal users, and external users should all have a way of accessing the articles.

Which three options achieve your customer's requirement?

- A. Make them available to external users by giving them access to the internal "My Knowledge" page.
- B. Make them available externally to customers via My Digital Customer Service (DCS).
- C. Make them available to employees and agents via My Knowledge.
- D. Make them available internally to agents as part of the Service Request Knowledge Panel.
- E. Make them available for users with the "Knowledge Analyst" and "Knowledge Manager" roles only.

Correct Answer: BCE

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