



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

Oracle Engagement Cloud 2019 Implementations Essentials

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### QUESTION 1

You have been instructed to implement the "My Knowledge" page for your customer's Engagement Cloud site.

Which is the correct first action in configuring "My Knowledge"?

- A. Use the task "Manage Administrator Profile Values", search for the "Enable My Knowledge Menu for All Users" profile option, and activate it.
- B. Use the task "manage Administrator Profile Values", search for the "Enable My Knowledge Menu for Service" profile option, and activate it.
- C. Use the task "Manage Service Request knowledge Profile Options", search for the "SVC\_ENABLE\_KNOWLEDGE\_PAGE\_EXTERNAL\_USERS" profile option, and set "Site" value to "Yes".
- D. Use the task "ManageService Request knowledge Profile Options", search for the "SVC\_ENABLE\_ARTICLE\_CREATION\_EDITION" profile option, and set the "SITE" value to "Yes".
- E. Use the task "Manage Administrator Profile Values", search for the "Enable My Knowledge Menu for Help Desk" profile option, and activate it.
- F. Use the task "Manage Service Request knowledge Profile Options", search for the "SVC\_ENABLE\_KNOWLEDGE\_IN\_SR" profile option, and set "SITE" value to "Yes".

Correct Answer: A

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### QUESTION 2

When creating localized Digital Customer Service applications, in which order would you perform the following steps?

1.  
Update the English message as needed for your DCS application.
  2.  
Export the English language message bundle.
  3.  
Translate the English message bundle to all desired languages.
  4.  
Import translated message bundles.
- A. 1,3,2,4
  - B. 3,2,4,1
  - C. 2,4,3,1
  - D. 1,2,3,4



Correct Answer: D

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### QUESTION 3

Which three steps are required to configure the system to send an email notification when a milestone has reached warning status?

- A. Add an extension column to the milestone object to hold the warning threshold value.
- B. Configure an analytics report showing milestones in warning status.
- C. Specify the warning threshold for the milestone in the standard coverages.
- D. Create standard text to be posted to the message thread.
- E. Configure the email template to be used for notification.
- F. Configure an object workflow action to send the email when the milestone status changes to warning.

Correct Answer: BCE

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### QUESTION 4

Which two steps are needed to create a new business object in Digital Customer Service?

- A. Assign the new business object to a new component.
- B. Assign object access roles to an administrative user.
- C. Map a Visual Builder Cloud Service business object to the object API.
- D. Assign the new business object to a page.

Correct Answer: BC

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### QUESTION 5

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

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