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QUESTION 1

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

QUESTION 2

What is the main function of the Data Security Policies?

- A. defines the data a particular user can see and/or modify
- B. defines the views the application can access
- C. defines the privileges and roles a particular user can have
- D. defines the views or functionalities the user can access
- E. defines the actions a particular user can do

Correct Answer: D

QUESTION 3

Your customer noticed that all incoming messages containing MIME attachments that are either text or HTML are not being received.

What is the problem?

- A. An administrator needs to set the profile option SVC_EMAIL_PROCESS_UNKNOWN_CUST to Y and schedule the process.
- B. The configured frequency to retrieve emails is too long.
- C. Incoming messages have a custom filter.
- D. Incorrect configuration of the inbound profile option: SVC_INBOUND_EMAIL_MAX_ATTACH_SIZE.



Correct Answer: C

QUESTION 4

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 5

Because of capacity issues in your Call Center, you have been asked to modify the number of simultaneous chats that an agent can be assigned from 4 to 2.

Which two steps do you have to follow to limit the channel capacity as required?

- A. Modify the default values in the Capacity fields for the channels.
- B. Select the Manage Capacities task.
- C. In the Work Assignments section, modify the default value in the Capacity field to a new value.
- D. In the Qualifying Status Values window, select a status from the No Effect on Workload list and move it to the Adds to Workload list.

Correct Answer: AD

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