1Z0-1064 ^{Q&As}

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Oracle Engagement Cloud 2019 Implementations Essentials

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QUESTION 1

Milestones are not getting applied to service requests in the customer environment. Identify three causes.

A. The scheduledprocess has not been set up.

B. The Starts When criteria of the milestones is not True.

C. No default coverages are set up.

D. Entitlement rules are not valid for the service request.

Correct Answer: ABC

QUESTION 2

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 3

Your customer asked you to modify the default severity value for new service requests. Which three steps should you follow to make the change?

A. Navigate to Setup andMaintenance > Service > Service Request > Manage Service Request Profile Options.

B. Select the profile SVC_SR_DEFAULT_SEVERITY_CD.

C. Lock the Profile Option for editing.

D. Modify the Profile Value and save.

E. Unlock and publish the new selected profilevalue.

F. Select View > Detach.

Correct Answer: BDE

QUESTION 4

Which three statements are true?

A. Oracle Engagement Cloud shares a common data model with Oracle Sales Cloud and other Oracle Cloud Applications.

B. Oracle Engagement Cloud shares a common customization toolset including Sandboxes, Application Composer, Page Composer and Groovy scripting, with Oracle Sales Cloud and other Oracle Cloud Applications.

C. Like other Oracle Cloud Applications, Engagement Cloud provides REST APIs to integrate with other services.

D. Like other Oracle Cloud Applications, Engagement Cloud provides SOAP APIs to integrate with other services.

Correct Answer: ACD

QUESTION 5

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 queuefor 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 servicerequest.

D. The service request assignment will be unpredictable.

Correct Answer: B