



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

Oracle Engagement Cloud 2019 Implementations Essentials

## Pass Oracle 1Z0-1064 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.passapply.com/1z0-1064.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by Oracle  
Official Exam Center

- ⚙ **Instant Download** After Purchase
- ⚙ **100% Money Back** Guarantee
- ⚙ **365 Days** Free Update
- ⚙ **800,000+** Satisfied Customers





### QUESTION 1

Your customer sells many kinds of specialized electronics equipment. When creating a service request (SR), an agent searches the product categories and chooses the appropriate type of equipment for that SR.

Identify three advantages of selecting the category correctly.

- A. The hierarchical structure of the categories helps to improve the service request classification.
- B. Categories determine the steps an agent must follow to close the service request.
- C. Categories facilitate the assignment of an agent to the service request.
- D. Categories improve the filtering of Knowledge articles that might contain a potential solution to the problem.
- E. Filter the selection of the product related to the service request, when filtering by a particular category.

Correct Answer: ACD

---

### QUESTION 2

What three things should you do once you have established a global default coverage?

- A. Create an ESS job to Monitor Service Request Milestones.
- B. Create an ESS job to Aggregate Service Requests.
- C. Use Application Composer to configure warning emails about milestone compliance events.
- D. Use Application Composer to include milestones on the Service Request Layout if desired.

Correct Answer: ABD

---

### QUESTION 3

Which four statements are correct about hotkeys for Action Commands?

- A. They allow a user to escalate a service request.
- B. They have default values.
- C. They can all be modified.
- D. They allow a user to forward a service request.
- E. They can be assigned to a custom action script.
- F. They allow a user to copy a service request.

Correct Answer: ABCD

---



#### QUESTION 4

Your Engagement Cloud site has had the knowledge function enabled. Your internal users want to author articles. Unfortunately, they cannot find the option to create new articles.

What option could cause this problem?

- A. The User Group selected for authoring articles has been set to `External`.
- B. The Base Locale for the articles has not been enabled in the correct language.
- C. Users have not been given the "Knowledge Analyst" role.
- D. The "Show article snippet in search and recommend" option has not been selected in the task "Manage Administrator Profile Values".

Correct Answer: C

---

#### QUESTION 5

Which three subobject functions are included in the REST API for Service Requests (SRs)?

- A. Update SR reference
- B. Update resource manager
- C. Delete activity
- D. Update resource member
- E. Delete message

Correct Answer: ACD

[1Z0-1064 PDF Dumps](#)

[1Z0-1064 VCE Dumps](#)

[1Z0-1064 Braindumps](#)