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Oracle Engagement Cloud 2019 Implementations Essentials

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QUESTION 1

Which three options are advantages of a structured approach to Knowledge Management as implemented in Engagement Cloud?

- A. Shared Across the Organization: The information is available to all users given they possess the right roles, and is used and reused by them to create solutions and solve problems for other users.
- B. In-Article Content Scanning: Knowledge Management is designed to process information inside the documents to categorize them into the corresponding products and categories to make searches more effective.
- C. Single point of maintenance: The Knowledge Base can be maintained easily as it is centralized.
- D. Multi-Language Capabilities: Users can create their articles in their native language and enable Auto-Translate to make it available to users from other regions with different languages without effort.
- E. Easy to Search: Knowledge Articles content and Service Request context can be used together to recommend the best Knowledge Articles to an agent.

Correct Answer: ABE

QUESTION 2

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 queue for 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 service request.
- D. The service request assignment will be unpredictable.

Correct Answer: B

QUESTION 3

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

QUESTION 4

You have been asked about some of the features of CTI notifications. Users want to be efficient in their time use, using alternate browser pages to carry out other activities when they are not receiving calls. However, the priority remains answering their client's calls, so they are forced to remain on the Engagement Cloud Page to avoid missing them.

Perform an analysis on the available features of Engagement Cloud and select the best viable answer to your customer's issue.

- A. Engagement Cloud supports push notifications sent to mobile phones, so users can be aware via phone when a client is calling.
- B. A toast notification option is present, which consists of desktop notifications popping up regarding incoming calls, whether they are currently on the Engagement Cloud browser page or not.
- C. A floating toolbar notification center can be configured, that is present all the time in the agent's screen to inform him/her of incoming calls, whether they are currently on the Engagement Cloud browser page or not.
- D. There is not current feature that may help users be aware of the presence of an incoming call if they are not currently in the Engagement Cloud browser page.

Correct Answer: C

QUESTION 5

You are starting a new Engagement Cloud project implementation, and one of your customer requirements is to share service request information through Oracle Social Network.

In which way can you enable the service requests to be shareable on Oracle Social Network?

- A. Setup and maintenance > Service > Setup > Productivity Tools > Manage Oracle Social Network Objects for Service
- B. Setup and maintenance > Service > Configuration and Security > Service Request > Manage Oracle Social Network Objects for Service
- C. Setup and maintenance > Sales > Service Request > Manage Oracle Social Network Objects
- D. Setup and maintenance > Service > Setup > Productivity Tools > Manage Custom Objects for Service

Correct Answer: B

QUESTION 6

Which two options are true about reporting on milestones?

- A. Administrator-defined milestone data is not included in Analytics.



- B. No standard reports on milestones are provided.
- C. Milestone reporting is performed via the CRM Service Request Real-Time subject area.
- D. An as-delivered SLA Infolet shows near-overdue and overdue milestones.

Correct Answer: AD

QUESTION 7

One of your service agents needs a new search filter on his Service Requests list page. How can the agent achieve this?

- A. Add fields from the advanced search functionality.
- B. Grant the agent Administrator permissions to add new search filters.
- C. Create a new search through the application composer.
- D. Create several personalized searches and create them to each other.

Correct Answer: C

QUESTION 8

Which six Digital Customer Service (DCS) parts can be modified using Visual Builder Cloud Service (VBCS)?

- A. Object triggers
- B. Templates
- C. Business objects
- D. Languages
- E. Object workflows
- F. Pages
- G. Themes
- H. UI components

Correct Answer: ABCEFG

QUESTION 9

Your customer has asked to investigate a possible bug in their Engagement Cloud Knowledge Base. Users are authoring and publishing articles but these articles are not visible to other users even though the visibility for every article is set to all users.



What could be causing this behavior?

- A. Authors need to make their articles available in order to set them as favorites, so other users can be notified as the articles are updated.
- B. Articles are available to users only after the application updates the knowledge base search index. This happens at regular intervals and there might be some elapsed time before the search index is updated.
- C. There is a configuration failure in the publishing task. A user provisioned as "Knowledge Manager" must ensure that the "automatic refresh for articles" option is set to "Yes" from the "Manage Administrator Profile Values" task.
- D. Users that want to see immediate updates to articles must have the article in their favorites, so that it is identified as a document of interest and the user will be informed that there has been an update published.

Correct Answer: B

QUESTION 10

A service agent can create tasks from different system areas.

Identify three modules where a service agent can create and associate tasks.

- A. Sales opportunities
- B. Notes
- C. Contacts
- D. Social network
- E. Service requests

Correct Answer: ADE

QUESTION 11

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 12

If you did not use the Reference Implementation template for your Digital Customer Service (DCS) application, you will _____.

- A. not be able to preview your application before you publish it
- B. have to contact Oracle Support for the permission to deploy your custom DCS application
- C. be required to map roles so that the Visual Builder Cloud Service role matches the Engagement Cloud role
- D. be required to create all of your own components for the display of Engagement Cloud objects

Correct Answer: D

QUESTION 13

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

QUESTION 14

Identify two correct statements about the way Visual Builder Cloud service (VBCS) and Digital Customer Service (DCS) are related.

- A. VBCS is a visual development tool for creating applications in DCS.
- B. DCS is an Offering in Engagement Cloud and VBCS is another Offering in Engagement Cloud.
- C. DCS is an Offering in Engagement Cloud and VBCS is part of that Offering.
- D. DCS is a visual development tool for creating applications in VBCS.

Correct Answer: AC

QUESTION 15

Which two statements are true about system-to-system authentication between Digital Customer Service (DCS) and



Oracle Engagement Cloud?

- A. It does not require matching passwords between Engagement Cloud and DCS.
- B. It is configured exclusively via the Engagement Cloud Security Console.
- C. It enables anonymous users to search the DCS knowledge base.
- D. It must be configured by a user signed in to the Oracle Visual Builder Cloud Service with a valid developer or administrator account.

Correct Answer: BC

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