Oracle

Exam Questions 1z0-1064

Oracle Engagement Cloud 2019 Implementations Essentials

NEW QUESTION 1
Which two statements are true regarding the Audit History tab of a Service Request?

A. It is enabled by default.
B. It is available only to authorized administrators.
C. It is searchable by date range, username, event type, event severity, and event duration.
D. It is exportable to Excel.
E. It allows users to save searches for later reuse.

Answer: AE

NEW QUESTION 2
Which two keyboard shortcuts can be modified?

A. OK
B. Create Service Request
C. Cancel
D. Save and Continue
E. Save and Close

Answer: AB

NEW QUESTION 3
Milestones are not getting applied to service requests in the customer environment. Identify three causes.

A. The scheduled process 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.

Answer: ABC

NEW QUESTION 4
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

Answer: ADE

NEW QUESTION 5
Which three steps are required to set up a standard coverage for the following scenario: High Severity SRs must be worked round-the-clock and resolved in 24 hours (a First Response metric is not required), and the owner should be warned of pending expiration three hours before expiration?

A. Create a new standard coverage using the delivered Contracts Service Entitlements Entitlement Type.
B. Do not choose any optional criteria columns.
C. Choose all optional result columns.
D. Create an entitlement rule that specifies:-Condition Column Severity = High-Calendar = 24 by7-Resolution Metric = 1440-Resolution Warning Threshold 180-Appropriate Start and End Dates

Answer: ABD

NEW QUESTION 6
You are creating or editing a SmartText entry. Which four options can you insert into the entry?

A. URLs
B. Tables
C. Images
D. Variables
E. Text
F. Other SmartText entries

Answer: BDEF

NEW QUESTION 7
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.

Answer: C

NEW QUESTION 8
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 SR object are changed.

Answer: ABEF

NEW QUESTION 9
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.

Answer: BC

NEW QUESTION 10
Your client has already established a product catalog of sales products and now wants to include service products to categorize service requests. You suggest the creation of a new catalog.
What are two advantages of creating a new service catalog instead of using an existing one?

A. requires less work and effort
B. allows use of a simpler hierarchy
C. allows the display of a product hierarchy specifically for service purposes
D. allows you to use the same product hierarchy as sales

Answer: AD

NEW QUESTION 10
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

Answer: DEFG

NEW QUESTION 14
You have enabled email acknowledgement and have created a corresponding template. The acknowledgement e-mail is sent, but there is some standard text appended to the email that is not part of the template:
Standard text appended:
"Your request has been received and is being reviewed by our support staff. The reference number for your service request is: SR0000003006. (SVC-5295081) Thank you for your patience. If you would like to communicate further about the service request, you can reply to this email and send it to the email address: nnn-test.fa.extservice.incoming.2@oracle.com. {#
#SR0000003056# #}"
Which statement is true?

A. You can completely eliminate the standard text appended by editing the message: SVC_EMAIL_ACK_FOR_KNOWN_CUST.
B. You have to edit the e-mail template and add HTML code to customize the standard text section.
C. You can eliminate part of the standard message, but cannot remove the User Details section, by editing the message: SVC_EMAIL_ACK_FOR_KNOWN_CUST.
D. You cannot completely remove the appended message text but you can edit the appended text by editing the message: SVC_EMAIL_ACK_FOR_KNOWN_CUST.

Answer: C

NEW QUESTION 19
Milestones are a key component of Service Entitlements. Identify three correct options regarding milestones.

A. Milestones are customizable by an administrator to include any number of organization-specific milestone types.
B. Milestones are actions on a service request (SR) that must be completed by a specific time.
C. Milestones can be one of four default types: 'First Response', 'Second Response', 'Final Action', and 'Resolution'.
D. Milestones can be configured to start, pause, or complete based on a complex expression with AND, OR, and parentheses.
E. Milestones are commitments to handle SRs within certain timelines.

Answer: ACD

NEW QUESTION 21
Which two are true characteristics about the lifecycle of a service request?

A. If required, users can manually set the "Closed" status for a service request.
B. Users can reopen a service request when the status is set to "Closed".
C. Users can reopen a service request when the status is set to "Resolved".
D. "Closed" status is set by an automatic job after a specified number of days.
E. "Customer working" is one of the five seeded status types.

Answer: CD

NEW QUESTION 22
Your client has noticed that inbound emails from customers are not creating or updating service requests. Which step should they perform to automate it?

A. Adjust the inbound message filters.
B. Enable SVC_SR_INBOUND_EMAIL_AUTO_UPDATE.
C. Adjust permissions on all customer's profiles.
D. Enable SVC_ENABLE_INBOUND_EMAIL_DEFAULT_PROCESSING.

Answer: B

NEW QUESTION 24
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 enableAuto-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.

Answer: ABE

NEW QUESTION 27
Your customer wants to have a vertical Media Toolbar instead of the Horizontal one. Which statement is true?

A. The only Vertical Toolbar that you can enable is the Notifications Toolbar.
B. The Horizontal Toolbar is always required, while the Vertical Toolbar and notifications are optional.
C. The Vertical Toolbar is always required, while the Horizontal Toolbar and notifications are optional.
D. You must set the Vertical Toolbar as the Default, and deactivate all Horizon Toolbars.

Answer: D

NEW QUESTION 29
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.

Answer: AC

NEW QUESTION 31
Which two options are true about role synchronization for Digital Customer Service (DCS)?

A. is required for every DCS instance
B. also synchronizes userIDs and passwords between DCS and Engagement Cloud
C. enables DCS user authentication through an identity management service (such as Engagement Cloud identity management)
D. is real time

Answer: AD

NEW QUESTION 36
Which option describes the automated page presentation for incoming calls?

A. a feature that displays a caller-appropriate application page based on your customer's native languagewhen you answer your phone
B. a feature that displays a caller-appropriate application page based on a set of navigation rules defined for your customer when you answer your phone
C. a feature that displays a detailed caller profile based on a customizable set of parameters defined for your customer when you answer your phone
D. a feature that displays a detailed caller profile based on your customer's country when you answer your phone

Answer: D

NEW QUESTION 37
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.

Answer: B

NEW QUESTION 42
To create a new Survey object, you create a sandbox and set it as active.
Which two statements are correct while creating your Survey object in Application Composer?

A. Multiple users cannot use your sandbox at the same time.
B. You can set a second sandbox as Active at the same time in order to begin working on another new object.
C. Your changes won't be available to any other sandbox or to any application in the mainline application layer until you have published your sandbox.
D. Your changes are isolated and do not impact other users' configuration environments or the production environment.

Answer: CD

NEW QUESTION 45
Select three correct limits and restrictions when importing data from a file.

A. Both create and update operations are available for imported records.
B. By default, the import starts immediately after it is activated.
C. Groovy Scripts and object workflows that have been configured for the object being imported are always executed.
D. The maximum number of records in each CSV file should not exceed the maximum limit of 10,000,000 records.
E. If the values in the imported CSV file contain a new line character, then they must be enclosed within quotation marks.

Answer: ABC

NEW QUESTION 48
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.

Answer: ABD

NEW QUESTION 53
Identify three considerations before starting the configuration of assignment rules to service requests.

A. the attributes of queues to use as criteria for your rule assignments
B. the candidates of service requests to use as criteria for your rule assignments
C. the candidates of queues to use as criteria for your rule assignments
D. the attributes of service requests to use as criteria for your rule assignments
E. the rule sets you want to create and the rules to include in each rule set

Answer: BCE

NEW QUESTION 56
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.

Answer: ACD

NEW QUESTION 60

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