

**100% Money Back
Guarantee**

Vendor:Oracle

Exam Code:1Z0-1064-22

Exam Name:Oracle B2B Service 2022
Implementation Professional

Version:Demo

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

Which four actions does the REST API for Service Requests (SRs) allow?

- A. Update SR milestone
- B. Create SR
- C. Update SR assignee
- D. Delete SR by SR number
- E. Delete SR by SR title

Correct Answer: ABCD

QUESTION 3

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

QUESTION 4

In which three situations can default coverage be applied?

- A. globally, to all service requests that do not have any other coverage
- B. for a specific SR category
- C. for a specific SR status
- D. for a specific period of time
- E. to a specific customer account

Correct Answer: ABD

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 by 7Resolution Metric = 1440-Resolution Warning Threshold 180-Appropriate Start and End Dates

Correct Answer: ABD

QUESTION 6

If you want to disable the ability to delete activities for all users, what action should you perform?

- A. Remove the "delete activities" button from all pages used by the users who have this access.
- B. Remove the "delete activities" role from all the users who have this role.
- C. Remove the "delete activities" privilege from all the roles for users who have this access.
- D. Remove the users of the roles who have the "delete activities" access.

Correct Answer: D

QUESTION 7

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 and Maintenance > 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 profile value.
- F. Select View > Detach.

Correct Answer: BDE

QUESTION 8

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 9

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 10

When creating localized Digital Customer Service applications, in which order would you perform the following steps?

1.

Update the English message as needed for your DCS application.

2.

Export the English language message bundle.

3.

Translate the English message bundle to all desired languages.

4.

Import translated message bundles.

A. 1,3,2,4

B. 3,2,4,1

C. 2,4,3,1

D. 1,2,3,4

Correct Answer: D

QUESTION 11

Which is the main reason for this issue?

A. There are no specific e-mail tasks available.

B. The environment was not provisioned correctly and the service module is missing.

C. The team members don't have the Email Administrator Role provisioned.

D. The team members have not established the e-mail feature on the Offerings page.

Correct Answer: D

QUESTION 12

Your customer has warned you that non-English speakers are going to get access to articles but all your articles are

written in English.

Which option allows the customer to address the problem, so that all users can get articles in their native language?

- A. Modify the original base locales of the articles to match the target language.
- B. Deploy the Auto-Translate option on existing articles and turn on the "auto-Translate new articles" feature.
- C. Enable new locales for the languages to be used and provision designated users to translate the articles.
- D. Diagnose the usage of the articles to eliminate all nonused documents to avoid unnecessary translations.

Correct Answer: C