Oracle

1Z0-1064 Exam

Oracle Engagement Cloud 2019 Implementations Essentials Exam

Thank you for Downloading 1Z0-1064 exam PDF Demo

You can Buy Latest 1Z0-1064 Full Version Download

https://www.certkillers.net/Exam/1Z0-1064

https://www.certkillers.net

Version: 6.0

Question: 1

Which three statements are true about building Digital Customer Service (DCS) applications?

A. Many DCS applications can be active in production at the same time.
B. DCS includes a "reference implementation template" that illustrates recommended implementation practices.
C. Only one version of a DCS application can be active in production at any time.
D. DCS application can be embedded in other sites.

Answer: B,C,D

Question: 2

You are creating a shared SmartText entry. Which option do you need to select to define a time period during which the entry is available to users?

A. Time Period
B. Duration
C. Available
D. Interval
E. Start/Stop

Answer: B

Question: 3

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: B,C,E

Question: 4

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

Question: 5

What should you do to enable Password Reset in Digital Customer Service (DCS)?

A. Add the Password Reset component to your DCS application.

B. Instruct users that they can only change their password by chatting with an agent.

C. Enable the "Password Reset" option in the User Administration component.

D. Obtain the Change Password Link and add it to your DCS page.

Answer: D

Question: 6

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: C,D

Question: 7

Select the correct procedure to enable the Audit History tab for Service Requests.

A. Sign in to Engagement Cloud as an administrator.From the Navigation tool, select Setup and Maintenance.Select the "Service" tile from the list of products.Click "Setup" in the Administration section.In the Functional Areas section, select "Productivity Tools". Select the task "Manage Global Search Profile Options".Search for the profile option code for SR Audit.In the Profile Values section for the profile option code, select Yes in the Profile Values drop-down list.Save the configuration.
B. Sign in to Engagement Cloud as a user.From the navigation tool, select "Set Preferences".Under "Service" select "Configure Audit History".From the "Enable" tab, click "Yes" for the "Show Audit History" option.Select the "Fields" tab and add all desired fields to the "Displayed Fields" column.Select the "Filters" tab, choose an available field, add the desired filter, and add the filter to the "Active Filters" list.Save the configuration.
C. Sign in to Engagement Cloud as an administrator.From the Navigation tool, select Application Composer.At the top of the page choose "Appearance".Under General, click "Enable" next to "Show Audit History" option.Save the configuration.
D. Sign in to Engagement Cloud as an administrator.From the Navigation tool, select Security Console.Select the Search icon and search for "Service Request Audit History".In the Profile values section, select Yes in the Profile Values drop-down list.Save the configuration.

Answer: D

Thank You for trying 1Z0-1064 PDF Demo

To Buy Latest 1Z0-1064 Full Version Download visit link below

https://www.certkillers.net/Exam/1Z0-1064

Start Your 1Z0-1064 Preparation

[Limited Time Offer] Use Coupon "CKNET" for Further discount on your purchase. Test your 1Z0-1064 preparation with actual exam questions.

https://www.certkillers.net