1Z0-1064-20^{Q&As}

Oracle B2B Service 2020 Implementation Essentials

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QUESTION 1

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 2

Which three steps are required to configure the system to send an email notification when a milestone has reached warning status?

A. Add an extension column to the milestone object to hold the warning threshold value.

B. Configure an analytics report showing milestones in warning status.

C. Specify the warning threshold for the milestone in the standard coverages.

D. Create standard text to be posted to the message thread.

E. Configure the email template to be used for notification.

F. Configure an object workflow action to send the email when the milestone status changes to warning.

Correct Answer: BCE

QUESTION 3

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Which three types of data are included in the interaction associatedwith a normal call flow?

A. Start time of the call

B. Agent name

C. Service Request create date

D. Contact name

E. Channel

Correct Answer: BCD

QUESTION 4

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 andMaintenance > 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 profilevalue.

F. Select View > Detach.

Correct Answer: BDE

QUESTION 5

What three things should you perform to show product images in the Product Picker component in Digital Customer Service (DCS)?

A. Add images as the productimage will not be pulled from Engagement Cloud.

B. Add the Product object to your DCS application.

C. Add product ID(s) to the database component.

D. Configure products groups and product items in Engagement Cloud.

Correct Answer: BCD