1Z0-1064-20^Q&As

Oracle B2B Service 2020 Implementation Essentials

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QUESTION 1

Your customer wants to have a vertical MediaToolbar 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. TheVertical 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.

Correct Answer: D

QUESTION 2

Given the entitlement rules below, if ahigh-severity service request (SR) is created on Thursday at 2 PM, which two options are true?

Condition Column Severity = High Calendar = 9AM to 5 PM, Monday ?Friday, US EST Resolution Metric = 2880 Resolution Warning Threshold 120 First Response Metric= 360 First Response Warning Threshold

A. Resolution is due on Saturday, 2 PM EST.

B. If no action is taken on the SR, First Response warning will occur on Friday, 9 AM EST.

C. First Response is due on Friday, 12 noon EST.

D. If the SR is not resolved,Resolution warning will occur on Monday, 12 noon EST.

Correct Answer: BC

QUESTION 3

Which statement is correct when describing the process of adding assignment rules from Service Setup?

A. Use the "Manage Service Assignment Rules" task, access the appropriate rules sets, create new rule (s), add conditions and actions, save andpublish.

B. Use the "Manage Service Request Assignment Object" task, access and lock the appropriate objects, create new rule set(s), add conditions and actions, save and publish.

C. Use the "Manage Service Assignment Rules" task, access and lock the appropriate rules sets, create new rule(s), add conditions and actions, save and close.

D. Use the "Manage Service Request Assignment Object" task, access the applicable service requests, create and apply new rule set(s) to the service requests, add conditionsand actions, save and close.

Correct Answer: D

QUESTION 4

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 addnew 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 5

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 toauthorized 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.

Correct Answer: AE