

# 1Z0-1064-20<sup>Q&As</sup>

Oracle B2B Service 2020 Implementation Essentials

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**QUESTION 1**

Which two are required to publish a completed Digital Customer Service (DCS) application?

- A. a single "publish" action to complete the task
- B. nothing (DCS applications are always available to all users.)
- C. moving the application to Staging and subsequently to Production status
- D. system administrator approval

Correct Answer: BC

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**QUESTION 2**

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.

Correct Answer: CD

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**QUESTION 3**

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

Correct Answer: BDEF

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**QUESTION 4**

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

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#### QUESTION 5

Given the entitlement rules below, if a high-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

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