1Z0-1064-22^Q&As

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QUESTION 1

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 2

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

A. Sign in to Engagement Cloud as anadministrator.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 ofthe 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.

Correct Answer: D

QUESTION 3

Yourcustomer sells a wide variety of Mobile phones. To classify service requests efficiently you plan to create a new primary category called Mobile Phones.

Which four steps are required to define this new category?

A. Select Create Category > Create Top-Level Category.

B. Check the Active flag.

C. Select the task Manage Service Request Categories.

D. Select Status = "Active".

E. Select Service Catalog in Functional Areas.

F. Select Create Category > Create Child Category.

G. Complete Category Name.

Correct Answer: ACDF

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

QUESTION 5

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

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