

# 1Z0-1064-22<sup>Q&As</sup>

Oracle B2B Service 2022 Implementation Professional

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### QUESTION 1

Your Engagement Cloud site has had the knowledge function enabled. Your internal users want to author articles. Unfortunately, they cannot find the option to create new articles.

What option could cause this problem?

- A. The User Group selected for authoring articles has been set to `External`.
- B. The Base Locale for the articles has not been enabled in the correct language.
- C. Users have not been given the "Knowledge Analyst" role.
- D. The "Show article snippet in search and recommend" option has not been selected in the task "Manage Administrator Profile Values".

Correct Answer: C

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### QUESTION 2

In which three situations can default coverage be applied?

- A. globally, to all service requests that do not have any other coverage
- B. for a specific SR category
- C. for a specificSR status
- D. for a specific period of time
- E. to a specific customer account

Correct Answer: ABD

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### QUESTION 3

Identify two correct statements about the way Visual Builder Cloud service (VBCS) and Digital Customer Service (DCS) are related.

- A. VBCS is a visual development tool for creating applications in DCS.
- B. DCS is an Offering in Engagement Cloud and VBCS is another Offering in Engagement Cloud.
- C. DCS is an Offering in Engagement Cloud and VBCS is part of that Offering.
- D. DCS is a visual development tool for creating applications in VBCS.

Correct Answer: AC

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**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 and Maintenance > 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 profile value.
- F. Select View > Detach.

Correct Answer: BDE

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**QUESTION 5**

What three things should you do once you have established a global default coverage?

- A. Create an ESS job to Monitor Service Request Milestones.
- B. Create an ESS job to Aggregate Service Requests.
- C. Use Application Composer to configure warning emails about milestone compliance events.
- D. Use Application Composer to include milestones on the Service Request Layout if desired.

Correct Answer: ABD

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