

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

Oracle B2B Service 2022 Implementation Professional

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### QUESTION 1

You are starting a new Engagement Cloud project implementation, and one of your customer requirements is to share service request information through Oracle Social Network.

In which way can you enable the service requests to be shareable on Oracle Social Network?

- A. Setup and maintenance >Service > Setup > Productivity Tools > Manage Oracle Social Network Objects for Service
- B. Setup and maintenance > Service > Configuration and Security > Service Request > Manage Oracle Social Network Objects for Service
- C. Setup and maintenance > Sales >Service Request > Manage Oracle Social Network Objects
- D. Setup and maintenance > Service > Setup > Productivity Tools > Manage Custom Objects for Service

Correct Answer: B

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### QUESTION 2

Which three options are advantages of a structured approach to Knowledge Management as implemented in Engagement Cloud?

- A. Shared Across the Organization: The information is available to all users given they possess the right roles, and is used and reused by them to create solutions and solve problems for other users.
- B. In-Article Content Scanning: Knowledge Management is designed to process information inside the documents to categorize them into the corresponding products and categories to make searches more effective.
- C. Single point of maintenance: The Knowledge Base can be maintained easily as it is centralized.
- D. Multi-Language Capabilities: Users can create their articles in their native language and enable Auto-Translate to make it available to users from other regions with different languages without effort.
- E. Easy to Search: Knowledge Articles content and Service Request context can be used together to recommend the best Knowledge Articles to an agent.

Correct Answer: ABE

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### QUESTION 3

Which three steps are required to set up a standard coverage for the following scenario:

High Severity SRs must be worked round-the-clock and resolved in 24 hours (a First Response metric is not required), and the owner should be warned of pending expiration three hours before expiration?

- A. Create a new standard coverage using the delivered Contracts Service Entitlements Entitlement Type.
- B. Do not choose any optional criteria columns.

C. Choose all optional result columns.

D. Create an entitlement rule that specifies:-Condition Column Severity = High-Calendar = 24 by 7Resolution Metric = 1440-Resolution Warning Threshold 180-Appropriate Start and End Dates

Correct Answer: ABD

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#### QUESTION 4

If you did not use the Reference Implementation template for your Digital Customer Service (DCS) application, you will \_\_\_\_\_.

A. not be able to preview your application before you publish it

B. have to contact Oracle Support for the permission to deploy your custom DCS application

C. be required to map roles so that the Visual Builder Cloud Service role matches the Engagement Cloud role

D. be required to create all of your own components for the display of Engagement Cloud objects

Correct Answer: D

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#### QUESTION 5

Which three statements are true?

A. Oracle Engagement Cloud shares a common data model with Oracle Sales Cloud and other Oracle Cloud Applications.

B. Oracle Engagement Cloud shares a common customization toolset including Sandboxes, Application Composer, Page Composer and Groovy scripting, with Oracle Sales Cloud and other Oracle Cloud Applications.

C. Like other Oracle Cloud Applications, Engagement Cloud provides REST APIs to integrate with other services.

D. Like other Oracle Cloud Applications, Engagement Cloud provides SOAP APIs to integrate with other services.

Correct Answer: ACD

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