

1Z0-1064^{Q&As}

Oracle Engagement Cloud 2019 Implementations Essentials

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QUESTION 1

Which is the main reason for this issue?

- A. There are no specific e-mail tasks available.
- B. The environment was not provisioned correctly and the service module is missing.
- C. The team members don't have the Email Administrator Role provisioned.
- D. The team members have not established the e-mail feature on the Offerings page.

Correct Answer: D

QUESTION 2

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 product image 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 3

Your customer noticed that all incoming messages containing MIME attachments that are either text or HTML are not being received.

What is the problem?

- A. An administrator needs to set the profile option SVC_EMAIL_PROCESS_UNKNOWN_CUST to Y and schedule the process.
- B. The configured frequency to retrieve emails is too long.
- C. Incoming messages have a custom filter.
- D. Incorrect configuration of the inbound profile option: SVC_INBOUND_EMAIL_MAX_ATTACH_SIZE.

Correct Answer: C

QUESTION 4

Your customer has the following requirement: when filtering service requests an agent wants to see by default all those service requests that are "New", whose channel type is "Web", and are assigned to them.

Which five activities should be completed by an agent on the SR list page in order to create an appropriate personalized service request search filter?

- A. In Advanced Search, confirm Record Set = Assigned to Me.
- B. Change the section identified with Status = New
- C. In Advanced Search, save and select the "Set as Default" box.
- D. In Advanced Search, select Action > Update.
- E. Click the Show Advanced Search icon.
- F. In Advanced Search, Add Channel Type = Web.

Correct Answer: ABCEF

QUESTION 5

You want to configure the workflow for the standard Service Request (SR) object. Which four actions can you do?

- A. You can modify the workflow to update field values within the SR object.
- B. You can generate tasks for the SR object from the workflow.
- C. You must make the changes using the Page Composer tool.
- D. You will be required to code any new workflow actions in Groovy.
- E. You can send an e-mail notification to specified recipients.
- F. You can define the workflow to run when certain fields of the SRObjct are changed.

Correct Answer: ABEF

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