1Z0-1064^{Q&As}

Oracle Engagement Cloud 2019 Implementations Essentials

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QUESTION 1

To create a service request, you log in to Engagement Cloud, navigate to service > Service Request and then click "Create Service Request".

Which set of field must be completed to save the service request (assume as-delivered field properties have not been changed)?

A. Title, Status

B. Title

C. Title, Category, Severity, Status

D. Title, Status, Problem Description

E. Title, Category, Severity

Correct Answer: C

QUESTION 2

You have just created a new Digital Customer Service (DCS) application and now you need to add a user-registration option.

Which three steps should you perform to configure userself-registration in your DCS application?

A. Configure the self-registrations to restrict registration to only existing Contacts.

B. Configure your self-registrations so that they are automatically approved.

C. Enable the self-registration steps in the"Manage Digital Customer Service Registration Profile Options" task.

D. Disable the anonymous access option in your DCS application.

Correct Answer: ABD

QUESTION 3

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

QUESTION 4

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 automaticjob after a specified number of days.

E. "Customer working" is one of the five seeded status types.

Correct Answer: CD

QUESTION 5

Your customer has informed you about a possible errorin the screen pop-up when receiving a call. The problem is that the edit contact screen pop is shown whenever a call is received but most of the time the calls are regarding open Service Requests. As a result, agents have to navigate to that page, losingtime and being ineffective.

What is causing the problem?

A. Rules do not follow an order. When a call is received, the "edit contact" screen pop appears because it is the default rule that has been selected, regardless of the service request number or other tokens received.

B. Rules follow a priority order. When the system finds a contact token it automatically opens the "edit contact" page, because that rule has been configured before the Service request rule, regardless if a service Request token is alsoavailable.

C. A configuration in the pages tab of the screen pop is missing, the URL to the page to be displayed has not been provisioned. The URL is empty so the system shows the contact edit page.

D. Screen pops are not configurable. When a call arrives, the system automatically opens the page of the object in question, these cases being the contact page.

Correct Answer: C