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

Oracle B2B Service 2022 Implementation Professional

## Pass Oracle 1Z0-1064-22 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

**https://www.pass2lead.com/1z0-1064-22.html**

### 100% Passing Guarantee
### 100% Money Back Assurance

Following Questions and Answers are all new published by Oracle
Official Exam Center

⚙ **Instant Download** After Purchase

⚙ **100% Money Back** Guarantee

⚙ **365 Days** Free Update

⚙ **800,000+** Satisfied Customers

**QUESTION 1**

Milestones are not getting applied to service requests in the customer environment. Identify three causes.

A. The scheduledprocess has not been set up.

B. The Starts When criteria of the milestones is not True.

C. No default coverages are set up.

D. Entitlement rules are not valid for the service request.

Correct Answer: ABC

**QUESTION 2**

Digital Customer Service application configuration settings in json.cfg include which four options?

A. Default communication preferences

B. Knowledge management language locales

C. Default chat channel preferences

D. Service request links

E. Knowledge management article links

F. Product and category filtering

G. Default notification preferences

H. Default timezone

Correct Answer: BDEF

**QUESTION 3**

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

QUESTION 4

Which two statements are true about system-to-system authentication between Digital Customer Service (DCS) and Oracle Engagement Cloud?

A. It does not require matching passwords between Engagement Cloud and DCS.

B. It is configured exclusively via the Engagement Cloud Security Console.

C. It enablesanonymous users to search the DCS knowledge base.

D. It must be configured by a user signed in to the Oracle Visual Builder Cloud Service with a valid developer or administrator account.

Correct Answer: BC

QUESTION 5

To create anew Survey object, you create a sandbox and set it as active.

Which two statements are correct while creating your Survey object in Application Composer?

A. Multiple users cannot use your sandbox at the same time.

B. You can set a second sandbox as Activeat the same time in order to begin working on another new object.

C. Your changes won\\'t be available to any other sandbox or to any application in the mainline application layer until you have published your sandbox.

D. Your changes are isolated and do not impact other users\\' configuration environments or the production environment.

Correct Answer: CD

QUESTION 6

Which three subobject functions are included in the REST API for Service Requests (SRs)?

A. Update SR reference

B. Update resource manager

C. Delete activity

![Pass2Lead](https://Pass2Lead.com)
D. Update resource member

E. Delete message

Correct Answer: ACD

---

**QUESTION 7**

Your customer is asking for amodification of Lookup Types in Service Request.

You navigate to Setup and Maintenance > Service > Service Request, and click to display all tasks.

Which four lookups can be modified from this task list?

A. Manage Service Request Products

B. Manage Service Request Status Values

C. Manage Service Request Categories

D. Manage Service Request Severities

E. Manage Service Request Queue

F. Manage Service Request Resolutions

Correct Answer: ABCE

---

**QUESTION 8**

What should you do to enable Password Reset in Digital Customer Service (DCS)?

A. Add the Password Reset component to your DCS application.

B. Instruct users that they can only change their password by chatting with an agent.

C. Enablethe "Password Reset" option in the User Administration component.

D. Obtain the Change Password Link and add it to your DCS page.

Correct Answer: D

---

**QUESTION 9**

Which two keyboard shortcuts can be modified?

A. OK

B. Create Service Request

C. Cancel

D. Save and Continue

E. Save and Close

Correct Answer: AB

---

**QUESTION 10**

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

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 11**

Which option describes the automated page presentation for incoming calls?

A. a feature that displays a caller-appropriate application page based on your customer\'s native language when you answeryour phone

B. a feature that displays a caller-appropriate application page based on a set of navigation rules defined for your customer when you answer your phone

C. a feature that displays a detailed caller profile based on a customizable set of parameters defined for your customer when you answer your phone

D. a feature that displays a detailed caller profile based on your customer\'s country when you answer your phone

Correct Answer: D

---

**QUESTION 12**

Which two actions can you takewhen using Application Composer to create a new Trouble Ticket object?

A. You can create a field rule or a field trigger on a field of the Trouble Ticket object but not both on the same field.

B. You can create a trigger on the Trouble Ticket object usingthe Upon Import Into Database trigger event to update the custom "OpenTroubleTickets" of the Account object.

C. You can set a field rule to validate that the Priority field of the Trouble Ticket object is between 1 and 5

![Pass2Lead](https://Pass2Lead.com)
D. You can set an object rule to validate that a Trouble Ticket of Priority 1 cannot be saved without being assigned to a staff member.

Correct Answer: BC

**QUESTION 13**

Which four actions does the REST API for Service Requests (SRs) allow?

A. Update SR milestone

B. Create SR

C. Update SR assignee

D. Delete SR by SR number

E. Delete SR by SR title

Correct Answer: ABCD

**QUESTION 14**

When creating localized Digital Customer Service applications, in which order would you perform the following steps?

1.

 Update the English message as needed for your DCS application.

2.

 Export the English language message bundle.

3.

 Translate the English message bundle to all desired languages.

4.

 Import translated message bundles.

A. 1,3,2,4

B. 3,2,4,1

C. 2,4,3,1

D. 1,2,3,4

Correct Answer: D

**QUESTION 15**

You have been asked to manage the availability of Knowledge articles. The requirement is that agents, internal users, and external users should all have a way of accessing the articles.

Which threeoptions achieve your customer\\'s requirement?

A. Make them available to external users by giving them access to the internal "My Knowledge" page.

B. Make them available externally to customers via My Digital Customer Service (DCS).

C. Make them availableto employees and agents via My Knowledge.

D. Make them available internally to agents as part of the Service Request Knowledge Panel.

E. Make them available for users with the "Knowledge Analyst" and "Knowledge Manager" roles only.

Correct Answer: BCE

Latest 1Z0-1064-22 Dumps     1Z0-1064-22 PDF Dumps     1Z0-1064-22 Practice Test