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Vendor:Oracle

Exam Code:1Z0-1064

Exam Name:Oracle Engagement Cloud 2019
Implementations Essentials

Version:Demo

QUESTION 1

Your customer has asked to investigate a possible bug in their Engagement Cloud Knowledge Base. Users are authoring and publishing articles but these articles are not visible to other users even though the visibility for every article is set to all users.

What could be causing this behavior?

- A. Authors need to make their articles available in order to set them as favorites, so other users can be notified as the articles are updated.
- B. Articles are available to users only after the application updates the knowledge base search index. This happens at regular intervals and there might be some elapsed time before the search index is updated.
- C. There is a configuration failure in the publishing task. A user provisioned as "Knowledge Manager" must ensure that the "automatic refresh for articles" option is set to "Yes" from the "Manage Administrator Profile Values" task.
- D. Users that want to see immediate updates to articles must have the article in their favorites, so that it is identified as a document of interest and the user will be informed that there has been an update published.

Correct Answer: B

QUESTION 2

Which two statements are true regarding the Audit History tab of a Service Request?

- A. It is enabled by default.
- B. It is available only to authorized administrators.
- C. It is searchable by date range, username, event type, event severity, and event duration.
- D. It is exportable to Excel.
- E. It allows users to save searches for later reuse.

Correct Answer: AE

QUESTION 3

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

QUESTION 4

Identify two correct options about Application Composer, as the primary web-based tool within Engagement Cloud used to modify standard and custom objects.

- A. It allows edits to dashboard pages.
- B. It requires the use of a sandbox to modify the fields associated with standard and custom objects.
- C. It requires proper permissions to use the tools and additional permissions to edit the desired object.
- D. It includes a preview option for all standard and custom object pages.

Correct Answer: B

QUESTION 5

Which two actions can you take when 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 using the 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
- 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 6

You are creating or editing a SmartText entry. Which four options can you insert into the entry?

- A. URLs
- B. Tables
- C. Images
- D. Variables
- E. Text
- F. Other SmartText entries

Correct Answer: BDEF

QUESTION 7

Given the entitlement rules below, if a high-severity service request (SR) is created on Thursday at 2 PM, which two options are true?

Condition Column Severity = High Calendar = 9AM to 5 PM, Monday - Friday, US EST Resolution Metric = 2880
Resolution Warning Threshold 120 First Response Metric = 360 First Response Warning Threshold

- A. Resolution is due on Saturday, 2 PM EST.
- B. If no action is taken on the SR, First Response warning will occur on Friday, 9 AM EST.
- C. First Response is due on Friday, 12 noon EST.
- D. If the SR is not resolved, Resolution warning will occur on Monday, 12 noon EST.

Correct Answer: BC

QUESTION 8

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 enables anonymous 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 9

Select the correct procedure to enable the Audit History tab for Service Requests.

- A. Sign in to Engagement Cloud as an administrator. From the Navigation tool, select Setup and Maintenance. Select the "Service" tile from the list of products. Click "Setup" in the Administration section. In the Functional Areas section, select "Productivity Tools". Select the task "Manage Global Search Profile Options". Search for the profile option code for SR Audit. In the Profile Values section for the profile option code, select Yes in the Profile Values drop-down list. Save the configuration.
- B. Sign in to Engagement Cloud as a user. From the navigation tool, select "Set Preferences". Under "Service" select "Configure Audit History". From the "Enable" tab, click "Yes" for the "Show Audit History" option. Select the "Fields" tab and add all desired fields to the "Displayed Fields" column. Select the "Filters" tab, choose an available field, add the desired filter, and add the filter to the "Active Filters" list. Save the configuration.
- C. Sign in to Engagement Cloud as an administrator. From the Navigation tool, select Application Composer. At the top of the page choose "Appearance". Under General, click "Enable" next to "Show Audit History" option. Save the

configuration.

D. Sign in to Engagement Cloud as an administrator. From the Navigation tool, select Security Console. Select the Search icon and search for "Service Request Audit History". In the Profile values section, select Yes in the Profile Values drop-down list. Save the configuration.

Correct Answer: D

QUESTION 10

Which six Digital Customer Service (DCS) parts can be modified using Visual Builder Cloud Service (VBCS)?

- A. Object triggers
- B. Templates
- C. Business objects
- D. Languages
- E. Object workflows
- F. Pages
- G. Themes
- H. UI components

Correct Answer: ABCEFG

QUESTION 11

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

- A. The scheduled process 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 12

One of your service agents needs a new search filter on his Service Requests list page. How can the agent achieve this?

- A. Add fields from the advanced search functionality.

B. Grant the agent Administrator permissions to addnew search filters.

C. Create a new search through the application composer.

D. Create several personalized searches and create them to each other.

Correct Answer: C