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## Exam Questions 1z0-1064

### Oracle Engagement Cloud 2019 Implementations Essentials

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### NEW QUESTION 1

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.

Answer: BC

### NEW QUESTION 2

Select three correct limits and restrictions when importing data from a file.

- A. Both create and update operations are available for imported records.
- B. By default, the import starts immediately after it is activated.
- C. Groovy Scripts and object workflows that have been configured for the object being imported are always executed.
- D. The maximum number of records in each CSV file should not exceed the maximum limit of 10,000,000 records.
- E. If the values in the imported CSV file contain a new line character, then they must be enclosed within quotation marks.

Answer: ABC

### NEW QUESTION 3

What three things should you do once you have established a global default coverage?

- A. Create an ESS job to Monitor Service Request Milestones.
- B. Create an ESS job to Aggregate Service Requests.
- C. Use Application Composer to configure warning emails about milestone compliance events.



D. Use Application Composer to include milestones on the Service Request Layout if desired.

Answer: ABD

#### NEW QUESTION 4

Identify three considerations before starting the configuration of assignment rules to service requests.

- A. the attributes of queues to use as criteria for your rule assignments
- B. the candidates of service requests to use as criteria for your rule assignments
- C. the candidates of queues to use as criteria for your rule assignments
- D. the attributes of service requests to use as criteria for your rule assignments
- E. the rule sets you want to create and the rules to include in each rule set

Answer: BCE

#### NEW QUESTION 5

Which two options are true about role synchronization for Digital Customer Service (DCS)?

- A. is required for every DCS instance
- B. also synchronizes userIDs and passwords between DCS and Engagement Cloud
- C. enables DCS user authentication through an identity management service (such as Engagement Cloud identity management)
- D. is real time

Answer: AD

#### NEW QUESTION 6

Identify two correct statements about the way Visual Builder Cloud service (VBCS) and Digital Customer Service (DCS) are related.

- A. VBCS is a visual development tool for creating applications in DCS.
- B. DCS is an Offering in Engagement Cloud and VBCS is another Offering in Engagement Cloud.
- C. DCS is an Offering in Engagement Cloud and VBCS is part of that Offering.
- D. DCS is a visual development tool for creating applications in VBCS.

Answer: AC



### NEW QUESTION 7

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.

Answer: ABE

### NEW QUESTION 8

Milestones are a key component of Service Entitlements. Identify three correct options regarding milestones.

- A. Milestones are customizable by an administrator to include any number of organization-specific milestone types.
- B. Milestones are actions on a service request (SR) that must be completed by a specific time.
- C. Milestones can be one of four default types: 'First Response', 'Second Response', 'Final Action', and 'Resolution'.
- D. Milestones can be configured to start, pause, or complete based on a complex expression with AND, OR, and parentheses.
- E. Milestones are commitments to handle SRs within certain timelines.

Answer: ACD

### NEW QUESTION 9

If you want to disable the ability to delete activities for all users, what action should you perform?



- A. Remove the “delete activities” button from all pages used by the users who have this access.
- B. Remove the “delete activities” role from all the users who have this role.
- C. Remove the “delete activities” privilege from all the roles for users who have this access.
- D. Remove the users of the roles who have the “delete activities” access.

Answer: D

### NEW QUESTION 10

Your customer is not able to use category filters for search and recommended results of Knowledge articles in his environment. Which of the following is causing this behavior?

- A. The user doesn't have the role ENABLE\_LOCALE\_FILTER\_ROLE.
- B. The profile CSO\_ENABLE\_KNOWLEDGE\_FAVORITING is set to N.
- C. The batch job for recommendations has not been executed.
- D. The profile CSO\_ENABLE\_SVC\_KMHOME is set to Y.
- E. The profile CSO\_ENABLE\_CATEGORY\_FILTER is set to N.

Answer: A

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