



# 1Z0-1064-20<sup>Q&As</sup>

Oracle B2B Service 2020 Implementation Essentials

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### QUESTION 1

If you did not use the Reference Implementation template for your Digital Customer Service (DCS) application, you will \_\_\_\_\_.

- A. not be able to preview your application before you publish it
- B. have to contact Oracle Support for the permission to deploy your custom DCS application
- C. be required to map roles so that the Visual Builder Cloud Service role matches the Engagement Cloud role
- D. be required to create all of your own components for the display of Engagement Cloud objects

Correct Answer: D

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### QUESTION 2

Your client needs to associate a product item to a product group but cannot make the association. What should you check to identify the cause?

- A. Validate that the product item is active and published.
- B. Verify that Eligible for Service is selected on the product item.
- C. Verify that Root Catalog is selected on the product groups.
- D. Validate that Allow Duplicate is selected on the product item.

Correct Answer: A

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### QUESTION 3

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.

Correct Answer: ABE

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#### QUESTION 4

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

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#### QUESTION 5

Because of capacity issues in your Call Center, you have been asked to modify the number of simultaneous chats that an agent can be assigned from 4 to 2.

Which two steps do you have to follow to limit the channel capacity as required?

- A. Modify the default values in the Capacity fields for the channels.
- B. Select the Manage Capacities task.
- C. In the Work Assignments section, modify the defaultvalue in the Capacity field to a new value.
- D. In the Qualifying Status Values window, select a status from the No Effect on Workload list and move it to the Adds to Workload list.

Correct Answer: AD

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