



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

Oracle B2B Service 2022 Implementation Professional

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### QUESTION 1

Your customer sells a wide variety of Mobile phones. To classify service requests efficiently you plan to create a new primary category called Mobile Phones.

Which four steps are required to define this new category?

- A. Select Create Category > Create Top-Level Category.
- B. Check the Active flag.
- C. Select the task Manage Service Request Categories.
- D. Select Status = "Active".
- E. Select Service Catalog in Functional Areas.
- F. Select Create Category > Create Child Category.
- G. Complete Category Name.

Correct Answer: ACDF

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### QUESTION 2

You are creating a shared SmartText entry. Which option do you need to select to define a time period during which the entry is available to users?

- A. Time Period
- B. Duration
- C. Available
- D. Interval
- E. Start/Stop

Correct Answer: B

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### QUESTION 3

Your Engagement Cloud site has had the knowledge function enabled. Your internal users want to author articles. Unfortunately, they cannot find the option to create new articles.

What option could cause this problem?

- A. The User Group selected for authoring articles has been set to "External".
- B. The Base Locale for the articles has not been enabled in the correct language.



C. Users have not been given the "Knowledge Analyst" role.

D. The "Show article snippet in search and recommend" option has not been selected in the task "Manage Administrator Profile Values".

Correct Answer: C

#### QUESTION 4

Your customer is asking for a modification 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 5

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

Correct Answer: BCE

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