



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

Oracle B2B Service 2022 Implementation Professional

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### QUESTION 1

Your customer has informed you about a possible error in 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, losing time 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 also available.
- 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

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### 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

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### QUESTION 3

Immediately after your production deployment of Engagement Cloud your users report that the media toolbar is not being displayed.

Which are two reasons for this behavior?



- A. You have not enabled the Computer Telephony Integration (CTI) service.
- B. The only toolbar enabled is the default one, and you must configure at least two.
- C. You did not enable the vertical toolbar which is required, while the horizontal is optional.
- D. The signed-in user does not have the appropriate access privileges to a toolbar.
- E. You entered a toolbar height that is not more than 70 pixels.

Correct Answer: AC

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#### QUESTION 4

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

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#### QUESTION 5

Your customer asked you to modify the default severity value for new service requests. Which three steps should you follow to make the change?

- A. Navigate to Setup and Maintenance > Service > Service Request > Manage Service Request Profile Options.
- B. Select the profile SVC\_SR\_DEFAULT\_SEVERITY\_CD.
- C. Lock the Profile Option for editing.
- D. Modify the Profile Value and save.
- E. Unlock and publish the new selected profile value.
- F. Select View > Detach.

Correct Answer: BDE

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