



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

Oracle B2B Service 2022 Implementation Professional

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### QUESTION 1

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 2

You want to configure the workflow for the standard Service Request (SR) object. Which four actions can you do?

- A. You can modify the workflow to update field values within the SR object.
- B. You can generate tasks for the SR object from the workflow.
- C. You must make the changes using the Page Composer tool.
- D. You will be required to code any new workflow actions in Groovy.
- E. You can send an e-mail notification to specified recipients.
- F. You can define the workflow to run when certain fields of the SR object are changed.

Correct Answer: ABEF

### QUESTION 3

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

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#### 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

Correct Answer: BCE

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#### QUESTION 5

What three things should you perform to show product images in the Product Picker component in Digital Customer Service (DCS)?

- A. Add images as the product image will not be pulled from Engagement Cloud.
- B. Add the Product object to your DCS application.
- C. Add product ID(s) to the database component.
- D. Configure products groups and product items in Engagement Cloud.

Correct Answer: BCD

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