



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

Oracle Engagement Cloud 2019 Implementations Essentials

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### QUESTION 1

Which three steps are required to set up a standard coverage for the following scenario:

High Severity SRs must be worked round-the-clock and resolved in 24 hours (a First Response metric is not required), and the owner should be warned of pending expiration three hours before expiration?

- A. Create a new standard coverage using the delivered Contracts Service Entitlements Entitlement Type.
- B. Do not choose any optional criteria columns.
- C. Choose all optional result columns.
- D. Create an entitlement rule that specifies:-Condition Column Severity = High-Calendar = 24 by 7Resolution Metric = 1440-Resolution Warning Threshold 180-Appropriate Start and End Dates

Correct Answer: ABD

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### QUESTION 2

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 3

Which four actions does the REST API for Service Requests (SRs) allow?

- A. Update SR milestone
- B. Create SR
- C. Update SR assignee



D. Delete SR by SR number

E. Delete SR by SR title

Correct Answer: ABCD

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#### QUESTION 4

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.

Correct Answer: A

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#### QUESTION 5

Your customer wants to have a vertical MediaToolbar instead of the Horizontal one. Which statement is true?

A. The only Vertical Toolbar that you can enable is the Notifications Toolbar.

B. The Horizontal Toolbar is always required, while the Vertical Toolbar and notifications are optional.

C. The Vertical Toolbar is always required, while the Horizontal Toolbar and notifications are optional.

D. You must set the Vertical Toolbar as the Default, and deactivate all Horizontal Toolbars.

Correct Answer: D

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