1Z0-1064^Q&As

Oracle Engagement Cloud 2019 Implementations Essentials

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QUESTION 1

You created two assignment rules for service requests using the Use Score option. For some service requests both rules return a result with the same total points.

What will be the expected result in the assignment of a queuefor these service requests?

A. An error will occur; no queue is assigned to the service request.

B. The queue defined in the first evaluated rule is always assigned to the service request.

C. The queue defined by default is the one assigned to the servicerequest.

D. The service request assignment will be unpredictable.

Correct Answer: B

QUESTION 2

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 4to 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

QUESTION 3

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

QUESTION 4

Milestones are not getting applied to service requests in the customer environment. Identify three causes.

A. The scheduledprocess has not been set up.

B. The Starts When criteria of the milestones is not True.

C. No default coverages are set up.

D. Entitlement rules are not valid for the service request.

Correct Answer: ABC

QUESTION 5

If you did not use the Reference Implementationtemplate 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 tomap 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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