



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

Oracle Engagement Cloud 2019 Implementations Essentials

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### QUESTION 1

In which three situations can default coverage be applied?

- A. globally, to all service requests that do not have any other coverage
- B. for a specific SR category
- C. for a specificSR status
- D. for a specific period of time
- E. to a specific customer account

Correct Answer: ABD

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### QUESTION 2

A service agent can create tasks from different system areas.

Identify three modules where a service agent can create and associate tasks.

- A. Sales opportunities
- B. Notes
- C. Contacts
- D. Social network
- E. Service requests

Correct Answer: ADE

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### QUESTION 3

To create a service request, you log in to Engagement Cloud, navigate to service > Service Request and then click "Create Service Request".

Which set of field must be completed to save the service request (assume as-delivered field properties have not been changed)?

- A. Title, Status
- B. Title
- C. Title, Category, Severity, Status
- D. Title, Status, Problem Description
- E. Title, Category, Severity



Correct Answer: C

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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

Which two steps are needed to create a new business object in Digital Customer Service?

- A. Assign the new business object to a new component.
- B. Assign object access roles to an administrative user.
- C. Map a Visual Builder Cloud Service business object to the object API.
- D. Assign the new business object to a page.

Correct Answer: BC

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