https://www.geekcert.com/1z0-1064.html
GeekCert.com

1Z0-1064^{Q&As}

Oracle Engagement Cloud 2019 Implementations Essentials

Pass Oracle 1Z0-1064 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.geekcert.com/1z0-1064.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Oracle
Official Exam Center

⚙ **Instant Download** After Purchase

⚙ **100% Money Back** Guarantee

⚙ **365 Days** Free Update

⚙ **800,000+** Satisfied Customers

QUESTION 1

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

QUESTION 2

Which statement is correct when describing the process of adding assignment rules from Service Setup?

A. Use the "Manage Service Assignment Rules" task, access the appropriate rules sets, create new rule (s), add conditions and actions, save andpublish.

B. Use the "Manage Service Request Assignment Object" task, access and lock the appropriate objects, create new rule set(s), add conditions and actions, save and publish.

C. Use the "Manage Service Assignment Rules" task, access and lock the appropriate rules sets, create new rule(s), add conditions and actions, save and close.

D. Use the "Manage Service Request Assignment Object" task, access the applicable service requests, create and apply new rule set(s) to the service requests, add conditionsand actions, save and close.

Correct Answer: D

QUESTION 3

Which three types of data are included in the interaction associatedwith a normal call flow?

A. Start time of the call

B. Agent name

C. Service Request create date

D. Contact name

E. Channel

Correct Answer: BCD

QUESTION 4

You are creating orediting a SmartText entry. Which four options can you insert into the entry?

A. URLs

B. Tables

C. Images

D. Variables

E. Text

F. Other SmartText entries

Correct Answer: BDEF

QUESTION 5

Your customer has asked to investigate a possible bug in their Engagement Cloud Knowledge Base. Users are authoring and publishing articles but these articles are not visible to other users even though the visibility for every article is set to all users.

What could be causing this behavior?

A. Authors need to make their articles available in order to set them as favorites, so other users can be notified as the articlesare updated.

B. Articles are available to users only after the application updates the knowledge base search index. This happens at regular intervals and there might be some elapsed time before the search index is updated.

C. There is a configuration failure in the publishing task. A user provisioned as "Knowledge Manager" must ensure that the "automatic refresh for articles" option is set to "Yes" from the "Manage Administrator Profile Values" task.

D. Users that want to see immediate updates to articlesmust have the article in their favorites, so that it is identified as a document of interest and the user will be informed that there has been an update published.

Correct Answer: B

1Z0-1064 PDF Dumps   1Z0-1064 Practice Test   1Z0-1064 Exam Questions