



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

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 client needs to associate a product item to a product group but cannot make the association. What should you check to identify the cause?

- A. Validate that the product item is active and published.
- B. Verify that Eligible for Service is selected on the product item.
- C. Verify that Root Catalog is selected on the product groups.
- D. Validate that AllowDuplicate is selected on the product item.

Correct Answer: A

---

### QUESTION 2

Which three options are advantages of a structured approach to Knowledge Management as implemented in Engagement Cloud?

- A. Shared Across the Organization: The information is available to all users given they possess the right roles, and is used and reused by them to create solutions and solve problems for other users.
- B. In-Article Content Scanning: Knowledge Management is designed to process information inside the documents to categorize them into the corresponding products and categories to make searches more effective.
- C. Single point of maintenance: The Knowledge Base can be maintained easily as it is centralized.
- D. Multi-Language Capabilities: Users can create their articles in their native language and enable Auto-Translate to make it available to users from other regions with different languages without effort.
- E. Easy to Search: Knowledge Articles content and Service Request context can be used together to recommend the best Knowledge Articles to an agent.

Correct Answer: ABE

---

### QUESTION 3

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 4

Your customer sells a wide variety of Mobile phones. To classify service requests efficiently you plan to create a new primary category called Mobile Phones.

Which four steps are required to define this new category?

- A. Select Create Category > Create Top-Level Category.
- B. Check the Active flag.
- C. Select the task Manage Service Request Categories.
- D. Select Status = "Active".
- E. Select Service Catalog in Functional Areas.
- F. Select Create Category > Create Child Category.
- G. Complete Category Name.

Correct Answer: ACDF

#### QUESTION 5

You have been instructed to implement the "My Knowledge" page for your customer's Engagement Cloud site.

Which is the correct first action in configuring "My Knowledge"?

- A. Use the task "Manage Administrator Profile Values", search for the "Enable My Knowledge Menu for All Users" profile option, and activate it.
- B. Use the task "manage Administrator Profile Values", search for the "Enable My Knowledge Menu for Service" profile option, and activate it.
- C. Use the task "Manage Service Request knowledge Profile Options", search for the "SVC\_ENABLE\_KNOWLEDGE\_PAGE\_EXTERNAL\_USERS" profile option, and set "Site" value to "Yes".
- D. Use the task "Manage Service Request knowledge Profile Options", search for the "SVC\_ENABLE\_ARTICLE\_CREATION\_EDITION" profile option, and set the "SITE" value to "Yes".
- E. Use the task "Manage Administrator Profile Values", search for the "Enable My Knowledge Menu for Help Desk" profile option, and activate it.
- F. Use the task "Manage Service Request knowledge Profile Options", search for the "SVC\_ENABLE\_KNOWLEDGE\_IN\_SR" profile option, and set "SITE" value to "Yes".

Correct Answer: A



VCE & PDF

GeekCert.com

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

2024 Latest geekcert 1Z0-1064 PDF and VCE dumps Download

---

[Latest 1Z0-1064 Dumps](#)

[1Z0-1064 Study Guide](#)

[1Z0-1064 Braindumps](#)