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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

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 4 to 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 default value 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

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

- A. The scheduled process 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 4

Which two keyboard shortcuts can be modified?

- A. OK
- B. Create Service Request
- C. Cancel
- D. Save and Continue
- E. Save and Close

Correct Answer: AB

QUESTION 5

What should you do to enable Password Reset in Digital Customer Service (DCS)?

- A. Add the Password Reset component to your DCS application.
- B. Instruct users that they can only change their password by chatting with an agent.
- C. Enable the "Password Reset" option in the User Administration component.
- D. Obtain the Change Password Link and add it to your DCS page.

Correct Answer: D

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