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Oracle Engagement Cloud 2019 Implementations Essentials

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QUESTION 1

Your customer has the following requirement: when filtering service requests an agent wants to see by default all those service requests that are "New", whose channel type is "Web", and are assigned to them.

Which five activities should be completed by an agent on the SR list page in order to create an appropriate personalized service request search filter?

- A. In Advanced Search, confirm Record Set = Assigned to Me.
- B. Change the section identified with Status = New
- C. In Advanced Search, save and select the "Set as Default" box.
- D. In Advanced Search, select Action > Update.
- E. Click the Show Advanced Search icon.
- F. In Advanced Search, Add Channel Type = Web.

Correct Answer: ABCEF

QUESTION 2

Select three correct limits and restrictions when importing data from a file.

- A. Both create and update operations are available for imported records.
- B. By default, the import starts immediately after it is activated.
- C. Groovy Scripts and object workflows that have been configured for the object being imported are always executed.
- D. The maximum number of records in each CSV file should not exceed the maximum limit of 10,000,000 records.
- E. If the values in the imported CSV file contain a new line character, then they must be enclosed within quotation marks.

Correct Answer: ABC

QUESTION 3

Your customer has informed you about a possible error in the screen pop-up when receiving a call. The problem is that the edit contact screen pop is shown whenever a call is received but most of the time the calls are regarding open Service Requests. As a result, agents have to navigate to that page, losing time and being ineffective.

What is causing the problem?

- A. Rules do not follow an order. When a call is received, the "edit contact" screen pop appears because it is the default rule that has been selected, regardless of the service request number or other tokens received.
- B. Rules follow a priority order. When the system finds a contact token it automatically opens the "edit contact" page,



because that rule has been configured before the Service request rule, regardless if a service Request token is also available.

C. A configuration in the pages tab of the screen pop is missing, the URL to the page to be displayed has not been provisioned. The URL is empty so the system shows the contact edit page.

D. Screen pops are not configurable. When a call arrives, the system automatically opens the page of the object in question, these cases being the contact page.

Correct Answer: C

QUESTION 4

Which two statements are true about system-to-system authentication between Digital Customer Service (DCS) and Oracle Engagement Cloud?

A. It does not require matching passwords between Engagement Cloud and DCS.

B. It is configured exclusively via the Engagement Cloud Security Console.

C. It enables anonymous users to search the DCS knowledge base.

D. It must be configured by a user signed in to the Oracle Visual Builder Cloud Service with a valid developer or administrator account.

Correct Answer: BC

QUESTION 5

When creating localized Digital Customer Service applications, in which order would you perform the following steps?

1.

Update the English message as needed for your DCS application.

2.

Export the English language message bundle.

3.

Translate the English message bundle to all desired languages.

4.

Import translated message bundles.

A. 1,3,2,4

B. 3,2,4,1

C. 2,4,3,1



D. 1,2,3,4

Correct Answer: D

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