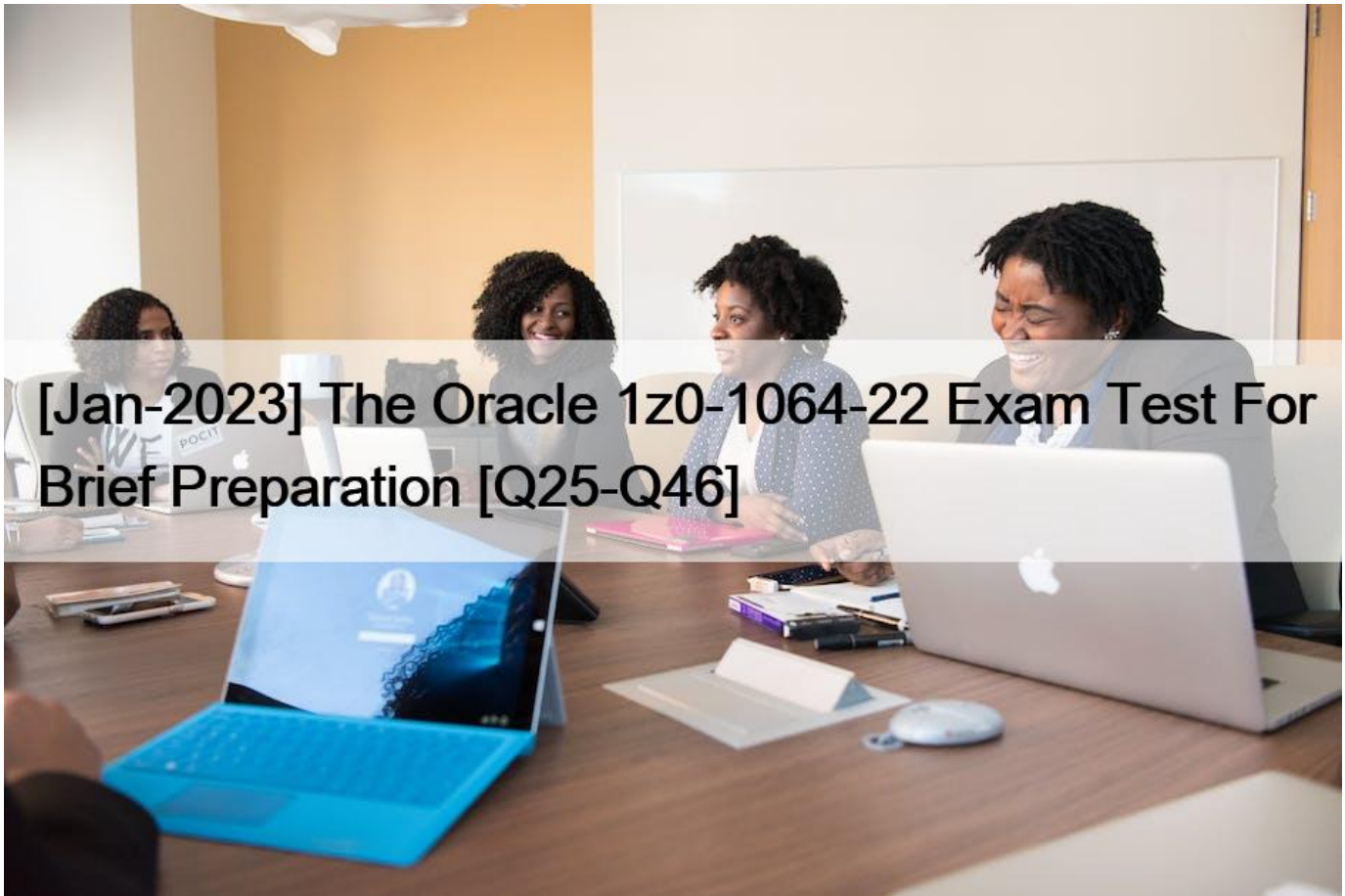


## [Jan-2023] The Oracle 1z0-1064-22 Exam Test For Brief Preparation [Q25-Q46]



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### QUESTION 25

Which four actions does the REST API for Service Requests (SRs) allow?

- \* Update SR milestone
- \* Create SR
- \* Update SR assignee
- \* Delete SR by SR number
- \* Delete SR by SR title

### QUESTION 26

You are creating a shared SmartText entry. Which option do you need to select to define a time period during which the entry is available to users?

- \* Time Period
- \* Duration

- \* Available
- \* Interval
- \* Start/Stop

### QUESTION 27

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?

- \* Authors need to make their articles available in order to set them as favorites, so other users can be notified as the articles are updated.
- \* 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.
- \* 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.
- \* Users that want to see immediate updates to articles must 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.

### QUESTION 28

Your client has already established a product catalog of sales products and now wants to include service products to categorize service requests. You suggest the creation of a new catalog.

What are two advantages of creating a new service catalog instead of using an existing one?

- \* requires less work and effort
- \* allows use of a simpler hierarchy
- \* allows the display of a product hierarchy specifically for service purposes
- \* allows you to use the same product hierarchy as sales

### QUESTION 29

You need to extract all service Request (SR) data from your Engagement Cloud site from the last 12 months.

Identify two valid approaches to get this large volume of data.

- \* You can schedule a single export as an ESS job (also known as a scheduled process;) for all 12 months of SR data.
- \* You can download large volumes of SR data from the Analytics interface.
- \* You must retrieve large volumes of data through a REST API endpoint.
- \* You can schedule incremental exports as ESS jobs (also known as a scheduled process;) on a periodic basis, such as weekly or monthly.

### QUESTION 30

What three things should you do once you have established a global default coverage?

- \* Create an ESS job to Monitor Service Request Milestones.
- \* Create an ESS job to Aggregate Service Requests.
- \* Use Application Composer to configure warning emails about milestone compliance events.
- \* Use Application Composer to include milestones on the Service Request Layout if desired.

### QUESTION 31

One of your service agents needs a new search filter on his Service Requests list page.

How can the agent achieve this?

- \* Add fields from the advanced search functionality.
- \* Grant the agent Administrator permissions to add new search filters.
- \* Create a new search through the application composer.
- \* Create several personalized searches and create them to each other.

### QUESTION 32

Which two statements are true regarding the Audit History tab of a Service Request?

- \* It is enabled by default.
- \* It is available only to authorized administrators.
- \* It is searchable by date range, username, event type, event severity, and event duration.
- \* It is exportable to Excel.
- \* It allows users to save searches for later reuse.

### QUESTION 33

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

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

### QUESTION 34

What is the main function of the Data Security Policies?

- \* defines the data a particular user can see and/or modify
- \* defines the views the application can access
- \* defines the privileges and roles a particular user can have
- \* defines the views or functionalities the user can access
- \* defines the actions a particular user can do

### QUESTION 35

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

- \* Assign the new business object to a new component.
- \* Assign object access roles to an administrative user.
- \* Map a Visual Builder Cloud Service business object to the object API.
- \* Assign the new business object to a page.

### QUESTION 36

You have enabled email acknowledgement and have created a corresponding template. The acknowledgement e-mail is sent, but there is some standard text appended to the email that is not part of the template:

Standard text appended:

&#8220;Your request has been received and is being reviewed by our support staff. The reference number for your service request is: SR0000003006. (SVC-5295081) Thank you for your patience. If you would like to communicate further about the service request, you can reply to this email and send it to the email address: nnn-test.fa.extservice.incoming.2@oracle.com. {# #SR0000003056# #}&#8221; Which statement is true?

- \* You can completely eliminate the standard text appended by editing the message: SVC\_EMAIL\_ACK\_FOR\_KNOWN\_CUST.
- \* You have to edit the e-mail template and add HTML code to customize the standard text section.
- \* You can eliminate part of the standard message, but cannot remove the User Details section, by editing the message: SVC\_EMAIL\_ACK\_FOR\_KNOWN\_CUST.
- \* You cannot completely remove the appended message text but you can edit the appended text by editing the message: SVC\_EMAIL\_ACK\_FOR\_KNOWN\_CUST.

### QUESTION 37

Which two are required to publish a completed Digital Customer Service (DCS) application?

- \* a single &#8220;publish&#8221; action to complete the task
- \* nothing (DCS applications are always available to all users.)
- \* moving the application to Staging and subsequently to Production status
- \* system administrator approval

### QUESTION 38

Which two options are true about role synchronization for Digital Customer Service (DCS)?

- \* is required for every DCS instance
- \* also synchronizes userIDs and passwords between DCS and Engagement Cloud
- \* enables DCS user authentication through an identity management service (such as Engagement Cloud identity management)
- \* is real time

### QUESTION 39

Digital Customer Service application configuration settings in json.cfg include which four options?

- \* Default communication preferences
- \* Knowledge management language locales
- \* Default chat channel preferences
- \* Service request links
- \* Knowledge management article links
- \* Product and category filtering
- \* Default notification preferences
- \* Default timezone

### QUESTION 40

A service agent can create tasks from different system areas.

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

- \* Sales opportunities
- \* Notes
- \* Contacts
- \* Social network

- \* Service requests

#### QUESTION 41

Identify the sequence of steps you must follow to disable the Service Communication channels.

- \* Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Click the pencil icon in the Features column for Service > Deselect all the options.
- \* Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Select the **Disable** column in **Service entitlements**;
- \* Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Click the pencil icon in the Features column for Communication Channels > Deselect the **Communication** option.
- \* Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Click the pencil icon in the Features column for Service > Deselect the **Communication Channels** option.
- \* Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Deselect the **Enable** column in **Communication Channels**;

#### QUESTION 42

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

- \* It does not require matching passwords between Engagement Cloud and DCS.
- \* It is configured exclusively via the Engagement Cloud Security Console.
- \* It enables anonymous users to search the DCS knowledge base.
- \* It must be configured by a user signed in to the Oracle Visual Builder Cloud Service with a valid developer or administrator account.

#### QUESTION 43

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?

- \* Select Create Category > Create Top-Level Category.
- \* Check the Active flag.
- \* Select the task Manage Service Request Categories.
- \* Select Status = **Active**;
- \* Select Service Catalog in Functional Areas.
- \* Select Create Category > Create Child Category.
- \* Complete Category Name.

#### QUESTION 44

Given the entitlement rules below, if a high-severity service request (SR) is created on Thursday at 2 PM, which two options are true?

Condition Column Severity = High

Calendar = 9AM to 5 PM, Monday-Friday, US EST

Resolution Metric = 2880

Resolution Warning Threshold 120

First Response Metric = 360

First Response Warning Threshold

- \* Resolution is due on Saturday, 2 PM EST.
- \* If no action is taken on the SR, First Response warning will occur on Friday, 9 AM EST.
- \* First Response is due on Friday, 12 noon EST.
- \* If the SR is not resolved, Resolution warning will occur on Monday, 12 noon EST.

#### QUESTION 45

Which four statements are correct about hotkeys for Action Commands?

- \* They allow a user to escalate a service request.
- \* They have default values.
- \* They can all be modified.
- \* They allow a user to forward a service request.
- \* They can be assigned to a custom action script.
- \* They allow a user to copy a service request.

#### QUESTION 46

Your customer has noticed that emails are being retrieved every day only at 3:00 PM. This behavior began three days ago and no configuration changes were made during that time.

What is the cause of this new behavior?

- \* a configured job to process inbound emails
- \* an inbound message filter per time schedule
- \* a configured profile option to schedule the retrieval of emails
- \* an inbound message filter per sender

#### Oracle 1z0-1064-22 Exam Syllabus Topics:

TopicDetailsTopic 1- Describe Analytics concepts (infolets, subject areas, queries)- Identify KM enablement activities (products-categories, security, features)Topic 2- Describe DCS enablement activities (profiles, roles, authentication)- Implement an SR assignment mappingTopic 3- Service Request (SR) Management- Set up SR creation and handlingTopic 4- Configure a Service Request Category- Describe DCS components (products, contact, KM, SR creator, admin)Topic 5- Describe common SR processing activities- Identify mechanisms of B2B Service customizationTopic 6- Create and Configure a DCS Application- Advanced Configuration, Integration and AnalyticsTopic 7- Perform Email set up a-ctivities (inbound setup,

outbound setup, templates)- Describe DCS architecture components (themes, templates, pages)

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