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The Oracle B2B Service 2022 is a platform that enables businesses to manage their B2B interactions with external partners and customers. This platform provides a range of features, including support for various messaging protocols, document transformation, and routing capabilities. Professionals who are certified in Oracle B2B Service 2022 have a deep understanding of the platform's capabilities and can implement it to meet their organization's needs.

QUESTION 42

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 43

Milestones are a key component of Service Entitlements. Identify three correct options regarding milestones.

- * Milestones are customizable by an administrator to include any number of organization-specific milestone types.
- * Milestones are actions on a service request (SR) that must be completed by a specific time.
- * Milestones can be one of four default types: First Response, Second Response, Final Action, and Resolution.
- * Milestones can be configured to start, pause, or complete based on a complex expression with AND, OR, and parentheses.
- * Milestones are commitments to handle SRs within certain timelines.

QUESTION 44

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 45

You have been asked to manage the availability of Knowledge articles. The requirement is that agents, internal users, and external users should all have a way of accessing the articles.

Which three options achieve your customer's requirement?

- * Make them available to external users by giving them access to the internal My Knowledge page.
- * Make them available externally to customers via My Digital Customer Service (DCS).
- * Make them available to employees and agents via My Knowledge.
- * Make them available internally to agents as part of the Service Request Knowledge Panel.
- * Make them available for users with the Knowledge Analyst and Knowledge Manager roles only.

QUESTION 46

You created two assignment rules for service requests using the Use Score option. For some service requests both rules return a result with the same total points.

What will be the expected result in the assignment of a queue for these service requests?

- * An error will occur; no queue is assigned to the service request.
- * The queue defined in the first evaluated rule is always assigned to the service request.
- * The queue defined by default is the one assigned to the service request.
- * The service request assignment will be unpredictable.

QUESTION 47

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?

- * 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.
- * 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.
- * 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.
- * 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.

QUESTION 48

What four actions do the as-delivered Service Request components included in a Digital Customer Service (DCS) application enable a DCS user to do?

- * Chat with an Agent about a Service Request.
- * View and edit attachments to a Service Request.
- * Create a Service Request.
- * Delete a Service Request.
- * Add a message to a Service Request.

QUESTION 49

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

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

QUESTION 50

Which three statements are true about building Digital Customer Service (DCS) applications?

- * Many DCS applications can be active in production at the same time.
- * DCS includes a reference implementation template that illustrates recommended implementation practices.
- * Only one version of a DCS application can be active in production at any time.
- * DCS application can be embedded in other sites.

QUESTION 51

Which three steps are required to configure the system to send an email notification when a milestone has reached warning status?

- * Add an extension column to the milestone object to hold the warning threshold value.
- * Configure an analytics report showing milestones in warning status.
- * Specify the warning threshold for the milestone in the standard coverages.
- * Create standard text to be posted to the message thread.
- * Configure the email template to be used for notification.
- * Configure an object workflow action to send the email when the milestone status changes to warning.

QUESTION 52

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?

- * The user doesn't have the role ENABLE_LOCALE_FILTER_ROLE.
- * The profile CSO_ENABLE_KNOWLEDGE_FAVORITING is set to N.
- * The batch job for recommendations has not been executed.
- * The profile CSO_ENABLE_SVC_KMHOME is set to Y.
- * The profile CSO_ENABLE_CATEGORY_FILTER is set to N.

QUESTION 53

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

- * Start time of the call
- * Agent name
- * Service Request create date
- * Contact name
- * Channel

QUESTION 54

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 55

Your customer is asking for a modification of Lookup Types in Service Request.

You navigate to Setup and Maintenance > Service > Service Request, and click to display all tasks.

Which four lookups can be modified from this task list?

- * Manage Service Request Products
- * Manage Service Request Status Values
- * Manage Service Request Categories
- * Manage Service Request Severities
- * Manage Service Request Queue
- * Manage Service Request Resolutions

QUESTION 56

You are starting a new Engagement Cloud project implementation, and one of your customer requirements is to share service request information through Oracle Social Network.

In which way can you enable the service requests to be shareable on Oracle Social Network?

- * Setup and maintenance > Service > Setup > Productivity Tools > Manage Oracle Social Network Objects for Service
- * Setup and maintenance > Service > Configuration and Security > Service Request > Manage Oracle Social Network Objects for Service
- * Setup and maintenance > Sales > Service Request > Manage Oracle Social Network Objects
- * Setup and maintenance > Service > Setup > Productivity Tools > Manage Custom Objects for Service

QUESTION 57

Oracle Engagement Cloud provides tools to add or modify which six types of entities?

- * Icons
- * Themes
- * Object workflow
- * Exports
- * Reports
- * Fields
- * Objects
- * Roles and privileges

QUESTION 58

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 59

Your Engagement Cloud site has had the knowledge function enabled. Your internal users want to author articles. Unfortunately, they cannot find the option to create new articles.

What option could cause this problem?

- * The User Group selected for authoring articles has been set to External;
- * The Base Locale for the articles has not been enabled in the correct language.
- * Users have not been given the Knowledge Analyst role.
- * The Show article snippet in search and recommend option has not been selected in the task Manage Administrator Profile Values;

QUESTION 60

Which two actions can you take when using Application Composer to create a new Trouble Ticket object?

- * You can create a field rule or a field trigger on a field of the Trouble Ticket object but not both on the same field.
- * You can create a trigger on the Trouble Ticket object using the Upon Import Into Database trigger event to update the custom `OpenTroubleTickets` of the Account object.
- * You can set a field rule to validate that the Priority field of the Trouble Ticket object is between 1 and 5
- * You can set an object rule to validate that a Trouble Ticket of Priority 1 cannot be saved without being assigned to a staff member.

QUESTION 61

Which two are true characteristics about the lifecycle of a service request?

- * If required, users can manually set the `Closed` status for a service request.
- * Users can reopen a service request when the status is set to `Closed`.
- * Users can reopen a service request when the status is set to `Resolved`.
- * `Closed` status is set by an automatic job after a specified number of days.
- * `Customer working` is one of the five seeded status types.

QUESTION 62

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 63

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.

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