

DUMPS ARENA

Oracle B2B Service 2022 Implementation Professional

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Version Demo

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QUESTION NO: 1

To create a new Survey object, you create a sandbox and set it as active.

Which two statements are correct while creating your Survey object in Application Composer?

- A. Multiple users cannot use your sandbox at the same time.
- B. You can set a second sandbox as Active at the same time in order to begin working on another new object.
- C. Your changes won't be available to any other sandbox or to any application in the mainline application layer until you have published your sandbox.
- D. Your changes are isolated and do not impact other users' configuration environments or the production environment.

ANSWER: C D

QUESTION NO: 2

What is the main function of the Data Security Policies?

- A. defines the data a particular user can see and/or modify
- B. defines the views the application can access
- C. defines the privileges and roles a particular user can have
- D. defines the views or functionalities the user can access
- E. defines the actions a particular user can do

ANSWER: D

QUESTION NO: 3

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

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

ANSWER: B C D

QUESTION NO: 4

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

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

ANSWER: B C**QUESTION NO: 5**

Identify two correct options about Application Composer, as the primary web-based tool within Engagement Cloud used to modify standard and custom objects.

- A. It allows edits to dashboard pages.
- B. It requires the use of a sandbox to modify the fields associated with standard and custom objects.
- C. It requires proper permissions to use the tools and additional permissions to edit the desired object.
- D. It includes a preview option for all standard and custom object pages.

ANSWER: B**QUESTION NO: 6**

Your customer has three service request child categories under the top-level service request category "Accounts":

You now want to disable the "Silver Accounts" category.

Which option meets the requirement?

- A. In Setup and maintenance > Service > Setup > Service Request > manage service Request Child categories, search for the "Accounts" category and deselect the "Active" Column.
- B. In Setup and maintenance > Service > Setup > Service Request > Manage Service Request Categories, search for the "Silver Accounts" Category and expand it, click the "Inactive" button.
- C. In Setup and maintenance > Service > Setup > Service Request > Manage Service Request Categories, search for the "Accounts" Category and expand it, select the "Gold Accounts" and "Basic Accounts" child categories and click the "Inactive" button.
- D. In Setup and maintenance > Service > Setup > Service Request > Manage Service Request Categories, search for the "Accounts" Category and expand it, select the "Silver Accounts" child category and deselect the "Active" Column.

ANSWER: B**QUESTION NO: 7**

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

- A. Start time of the call
- B. Agent name
- C. Service Request create date
- D. Contact name
- E. Channel

ANSWER: B C D**QUESTION NO: 8**

Select the correct procedure to enable the Audit History tab for Service Requests.

- A. Sign in to Engagement Cloud as an administrator. From the Navigation tool, select Setup and Maintenance. Select the "Service" tile from the list of products. Click "Setup" in the Administration section. In the Functional Areas section, select "Productivity Tools". Select the task "Manage Global Search Profile Options". Search for the profile option code for SR Audit. In the Profile Values section for the profile option code, select Yes in the Profile Values drop-down list. Save the configuration.
- B. Sign in to Engagement Cloud as a user. From the navigation tool, select "Set Preferences". Under "Service" select "Configure Audit History". From the "Enable" tab, click "Yes" for the "Show Audit History" option. Select the "Fields" tab and add all desired fields to the "Displayed Fields" column. Select the "Filters" tab, choose an available field, add the desired filter, and add the filter to the "Active Filters" list. Save the configuration.
- C. Sign in to Engagement Cloud as an administrator. From the Navigation tool, select Application Composer. At the top of the page choose "Appearance". Under General, click "Enable" next to "Show Audit History" option. Save the configuration.
- D. Sign in to Engagement Cloud as an administrator. From the Navigation tool, select Security Console. Select the Search icon and search for "Service Request Audit History". In the Profile values section, select Yes in the Profile Values drop-down list. Save the configuration.

ANSWER: D**QUESTION NO: 9**

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

- A. a single "publish" action to complete the task
- B. nothing (DCS applications are always available to all users.)

- C. moving the application to Staging and subsequently to Production status
- D. system administrator approval

ANSWER: B C

QUESTION NO: 10

You are at the beginning of an Engagement Cloud implementation project and your team is not able to find some of the email setup tasks.

Which is the main reason for this issue?

- A. There are no specific e-mail tasks available.
- B. The environment was not provisioned correctly and the service module is missing.
- C. The team members don't have the Email Administrator Role provisioned.
- D. The team members have not established the e-mail feature on the Offerings page.

ANSWER: D