Oracle

Exam Questions 1z0-1064

Oracle Engagement Cloud 2019 Implementations Essentials

NEW QUESTION 1
Your customer sells many kinds of specialized electronics equipment. When creating a service request (SR), an agent searches the product categories and chooses the appropriate type of equipment for that SR.
Identify three advantages of selecting the category correctly.

A. The hierarchical structure of the categories helps to improve the service request classification.
B. Categories determine the steps an agent must follow to close the service request.
C. Categories facilitate the assignment of an agent to the service request.
D. Categories improve the filtering of Knowledge articles that might contain a potential solution to the problem.
E. Filter the selection of the product related to the service request, when filtering by a particular category.

Answer: ACD

NEW 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.

Answer: ABC

NEW QUESTION 3
Which four actions does the REST API for Service Requests (SRs) allow?

A. Update SR milestone
B. Create SR
C. Update SR assignee
D. Delete SR by SR number
E. Delete SR by SR title

Answer: ABCD

NEW QUESTION 4
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

NEW QUESTION 5
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?

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

Answer: BCE

NEW QUESTION 6
Your customer has three service request child categories under the top-level service request category "Accounts":

Basic 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

NEW QUESTION 7
Your customer noticed that all incoming messages containing MIME attachments that are either text or HTML are not being received.
What is the problem?

A. An administrator needs to set the profile option SVC_EMAIL_PROCESS_UNKNOWN_CUST to Y and schedule the process.
B. The configured frequency to retrieve emails is too long.
C. Incoming messages have a custom filter.
D. Incorrect configuration of the inbound profile option: SVC_INBOUND_EMAIL_MAX_ATTACH_SIZE.

Answer: C

NEW QUESTION 8
Which three options are advantages of a structured approach to Knowledge Management as implemented in Engagement Cloud?

A. Shared Across the Organization: The information is available to all users given they possess the right roles, and is used and reused by them to create solutions and solve problems for other users.
B. In-Article Content Scanning: Knowledge Management is designed to process information inside the documents to categorize them into the corresponding products and categories to make searches more effective.
C. Single point of maintenance: The Knowledge Base can be maintained easily as it is centralized.
D. Multi-Language Capabilities: Users can create their articles in their native language and enableAuto-Translate to make it available to users from other regions with different languages without effort.
E. Easy to Search: Knowledge Articles content and Service Request context can be used together to recommend the best Knowledge Articles to an agent.

Answer: ABE

NEW QUESTION 9
Your client has noticed that inbound emails from customers are not creating or updating service requests. Which step should they perform to automate it?

A. Adjust the inbound message filters.
B. Enable SVC_SR_INBOUND_EMAIL_AUTO_UPDATE.
C. Adjust permissions on all customer's profiles.
D. Enable SVC_ENABLE_INBOUND_EMAIL_DEFAULT_PROCESSING.

Answer: B

NEW QUESTION 10
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. In includes a preview option for all standard and custom object pages.

Answer: B

NEW QUESTION 10
You have just created a new Digital Customer Service (DCS) application and now you need to add a
user-registration option.
Which three steps should you perform to configure user self-registration in your DCS application?

A. Configure the self-registrations to restrict registration to only existing Contacts.
B. Configure your self-registrations so that they are automatically approved.
C. Enable the self-registration steps in the "Manage Digital Customer Service Registration Profile Options" task.
D. Disable the anonymous access option in your DCS application.

Answer: ABD

NEW QUESTION 15
Which two are true characteristics about the lifecycle of a service request?

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

Answer: CD

NEW QUESTION 17
Which three statements are true?

A. Oracle Engagement Cloud shares a common data model with Oracle Sales Cloud and other Oracle Cloud Applications.
B. Oracle Engagement Cloud shares a common customization toolset including Sandboxes, Application Composer, Page Composer and Groovy scripting, with Oracle Sales Cloud and other Oracle Cloud Applications.
C. Like other Oracle Cloud Applications, Engagement Cloud provides REST APIs to integrate with other services.
D. Like other Oracle Cloud Applications, Engagement Cloud provides SOAP APIs to integrate with other services.

Answer: ACD

NEW QUESTION 21
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:
"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# #}"
Which statement is true?

A. You can completely eliminate the standard text appended by editing the message: SVC_EMAIL_ACK_FOR_KNOWN_CUST.
B. You have to edit the e-mail template and add HTML code to customize the standard text section.
C. 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.
D. 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.

Answer: C

NEW QUESTION 22
You have been instructed to implement the "My Knowledge" page for your customer's Engagement Cloud site.
Which is the correct first action in configuring "My Knowledge"?

A. Use the task "Manage Administrator Profile Values", search for the "Enable My Knowledge Menu for All Users" profile option, and activate it.
B. Use the task "manage Administrator Profile Values", search for the "Enable My Knowledge Menu for Service" profile option, and activate it.
C. Use the task "Manage Service Request knowledge Profile Options", search for the "SVC_ENABLE_KNOWLEDGE_PAGE_EXTERNAL_USERS" profile option, and set "Site" value to "Yes".
D. Use the task "Manage Service Request knowledge Profile Options", search for the "SVC_ENABLE_ARTICLE_CREATION_EDITION" profile option, and set the "SITE" value to "Yes".
E. Use the task "Manage Administrator Profile Values", search for the "Enable My Knowledge Menu for Help Desk" profile option, and activate it.
F. Use the task "Manage Service Request knowledge Profile Options", search for the "SVC_ENABLE_KNOWLEDGE_IN_SR" profile option, and set "SITE" value to "Yes".

Answer: A

NEW QUESTION 24
Digital Customer Service application configuration settings in json.cfg include which four options?

A. Default communication preferences
B. Knowledge management language locales
C. Default chat channel preferences
D. Service request links
E. Knowledge management article links
F. Product and category filtering
G. Default notification preferences
H. Default timezone

Answer: BDEF

NEW QUESTION 25
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?

A. 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.
B. Articles are available to users only after the application updates the knowledge base search inde
C. This happens at regular intervals and there might be some elapsed time before the search index is updated.
D. There is a configuration failure in the publishing tas
E. 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.
F. 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.

Answer: B

NEW QUESTION 26
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?

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

Answer: C

NEW QUESTION 27
You have been asked about some of the features of CTI notifications. Users want to be efficient in their time use, using alternate browser pages to carry out other activities when they are not receiving calls. However, the priority remains answering their client's calls, so they are forced to remain on the Engagement Cloud Page to avoid missing them.
Perform an analysis on the available features of Engagement Cloud and select the best viable answer to your customer's issue.

A. Engagement Cloud supports push notifications sent to mobile phones, so users can be aware via phone when a client is calling.
B. A toast notification option is present, which consists of desktop notifications popping up regarding incoming calls, whether they are currently on the Engagement Cloud browser page or not.
C. A floating toolbar notification center can be configured, that is present all the time in the agent's screen to inform him/her of incoming calls, whether they are currently on the Engagement Cloud browser page or not.
D. There is not current feature that may help users be aware of the presence of an incoming call if they are not currently in the Engagement Cloud browser page.

Answer: C

NEW QUESTION 28
You are creating or editing a SmartText entry. Which four options can you insert into the entry?

A. URLs
B. Tables
C. Images
D. Variables
E. Text
F. Other SmartText entries

Answer: BDEF

NEW QUESTION 29
Which two statements are true regarding the Audit History tab of a Service Request?

A. It is enabled by default.
B. It is available only to authorized administrators.
C. It is searchable by date range, username, event type, event severity, and event duration.
D. It is exportable to Excel.
E. It allows users to save searches for later reuse.

Answer: AE

NEW QUESTION 33
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