# Oracle 1z0-1064-22 Study Guide Archives Updated on Jan 11, 2023 [Q43-Q66
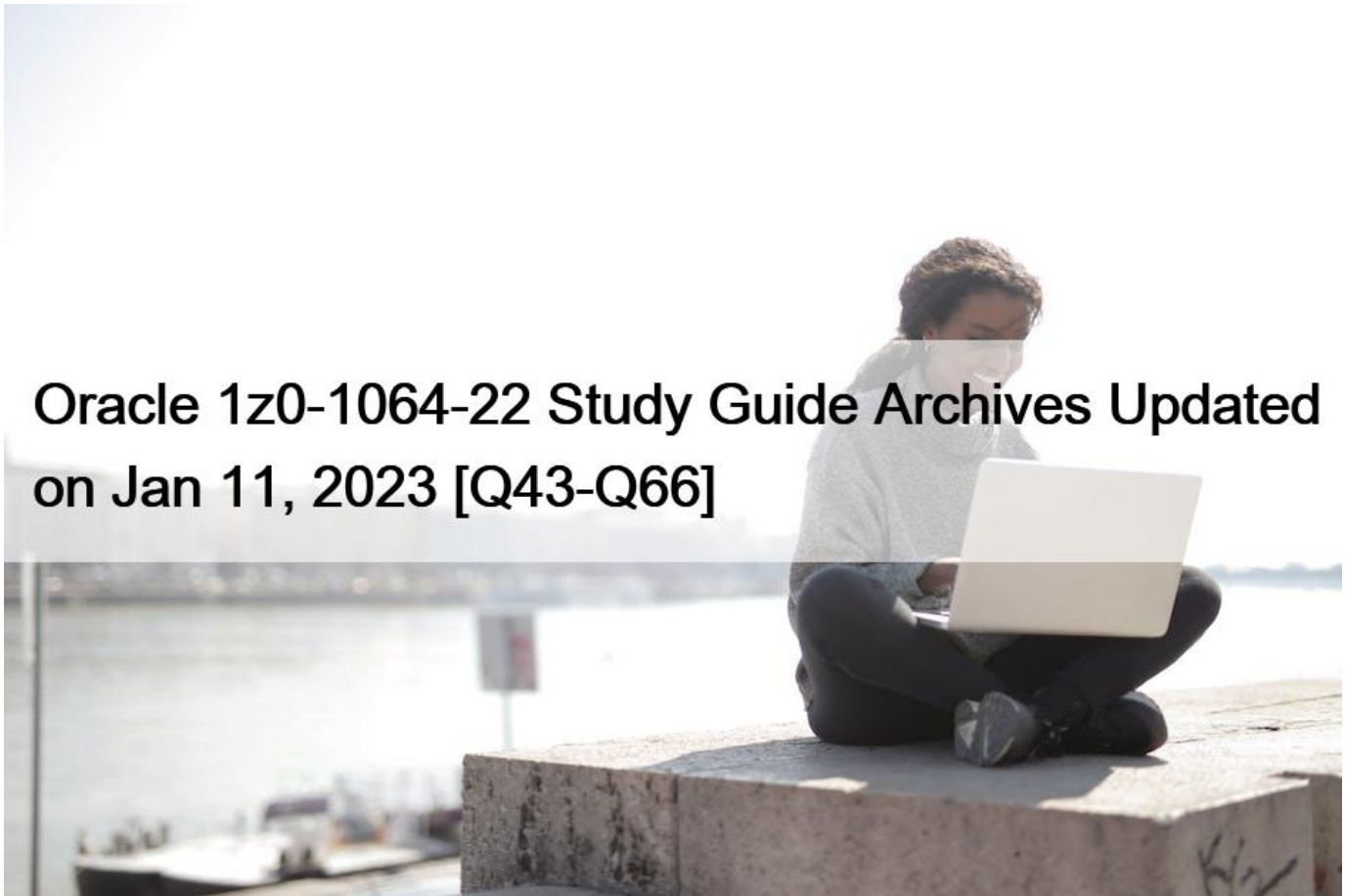


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## Oracle 1z0-1064-22 Exam Syllabus Topics:

TopicDetailsTopic 1- Describe entitlement concepts (coverage, milestones)-  Use Functional Setup Manager (FSM)Topic 2- Identify common SR searches-  Use tools used to configure and customize B2B ServiceTopic 3- Describe Analytics concepts (infolets, subject areas, queries)-  Identify KM enablement activities (products- categories, security, features)Topic 4- Describe DCS enablement activities (profiles, roles, authentication)-  Implement an SR assignment mappingTopic 5- Configure a Service Request Category-  Describe DCS components (products, contact, KM, SR creator, admin)Topic 6- Describe common SR processing activities-  Identify mechanisms of B2B Service customizationTopic 7- Create and Configure a DCS Application-  Advanced Configuration, Integration and Analytics

**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 = &#8220;Active&#8221;.
* Select Service Catalog in Functional Areas.
* Select Create Category > Create Child Category.
* Complete Category Name.

**QUESTION 44**

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 45**

Your customer wants to have a vertical Media Toolbar instead of the Horizontal one.

Which statement is true?
* The only Vertical Toolbar that you can enable is the Notifications Toolbar.
* The Horizontal Toolbar is always required, while the Vertical Toolbar and notifications are optional.
* The Vertical Toolbar is always required, while the Horizontal Toolbar and notifications are optional.
* You must set the Vertical Toolbar as the Default, and deactivate all Horizon Toolbars.

**QUESTION 46**

Your customer has warned you that non-English speakers are going to get access to articles but all your articles are written in English.

Which option allows the customer to address the problem, so that all users can get articles in their native language?
* Modify the original base locales of the articles to match the target language.
* Deploy the Auto-Translate option on existing articles and turn on the &#8220;auto-Translate new articles&#8221; feature.
* Enable new locales for the languages to be used and provision designated users to translate the articles.
* Diagnose the usage of the articles to eliminate all nonused documents to avoid unnecessary translations.

**QUESTION 47**

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?
* Configure the self-registrations to restrict registration to only existing Contacts.
* Configure your self-registrations so that they are automatically approved.
* Enable the self-registration steps in the &#8220;Manage Digital Customer Service Registration Profile Options&#8221; task.
* Disable the anonymous access option in your DCS application.

**QUESTION 48**

Which three steps are required to set up a standard coverage for the following scenario: High Severity SRs must be worked round-the-clock and resolved in 24 hours (a First Response metric is not required), and the owner should be warned of pending expiration three hours before expiration?

* Create a new standard coverage using the delivered Contracts Service Entitlements Entitlement Type.
* Do not choose any optional criteria columns.
* Choose all optional result columns.
* Create an entitlement rule that specifies:-Condition Column Severity = High-Calendar = 24 by 7-Resolution Metric = 1440-Resolution Warning Threshold 180-Appropriate Start and End Dates

## QUESTION 49

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 &#8220;reference implementation template&#8221; 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 50

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 51

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 &#8220;Disable&#8221; column in &#8220;Service entitlements&#8221;
* 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 &#8220;Communication&#8221; 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 &#8220;Communication Channels&#8221; option.
* Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Deselect the &#8220;Enable&#8221; column in &#8220;Communication Channels&#8221;.

## QUESTION 52

Your client has noticed that inbound emails from customers are not creating or updating service requests.

Which step should they perform to automate it?

* Adjust the inbound message filters.

* Enable SVC_SR_INBOUND_EMAIL_AUTO_UPDATE.
* Adjust permissions on all customer&#8217;s profiles.
* Enable SVC_ENABLE_INBOUND_EMAIL_DEFAULT_PROCESSING.


**QUESTION 53**

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&#8217;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 54**

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 55**

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 56**

One of your service agents needs a new search filter on his Service Requests&#8217; 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 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

To create a service request, you log in to Engagement Cloud, navigate to service > Service Request and then click &#8220;Create Service Request&#8221;.

Which set of field must be completed to save the service request (assume as-delivered field properties have not been changed)?
* Title, Status
* Title
* Title, Category, Severity, Status
* Title, Status, Problem Description
* Title, Category, Severity

## QUESTION 59

Select the correct procedure to enable the Audit History tab for Service Requests.
* Sign in to Engagement Cloud as an administrator.From the Navigation tool, select Setup and Maintenance.Select the &#8220;Service&#8221; tile from the list of products.Click &#8220;Setup&#8221; in the Administration section.In the Functional Areas section, select &#8220;Productivity Tools&#8221;. Select the task &#8220;Manage Global Search Profile Options&#8221;.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.
* Sign in to Engagement Cloud as a user.From the navigation tool, select &#8220;Set Preferences&#8221;.Under &#8220;Service&#8221; select &#8220;Configure Audit History&#8221;.From the &#8220;Enable&#8221; tab, click &#8220;Yes&#8221; for the &#8220;Show Audit History&#8221; option.Select the &#8220;Fields&#8221; tab and add all desired fields to the &#8220;Displayed Fields&#8221; column.Select the &#8220;Filters&#8221; tab, choose an available field, add the desired filter, and add the filter to the &#8220;Active Filters&#8221; list.Save the configuration.
* Sign in to Engagement Cloud as an administrator.From the Navigation tool, select Application Composer.At the top of the page choose &#8220;Appearance&#8221;.Under General, click &#8220;Enable&#8221; next to &#8220;Show Audit History&#8221; option.Save the configuration.
* Sign in to Engagement Cloud as an administrator.From the Navigation tool, select Security Console.Select the Search icon and search for &#8220;Service Request Audit History&#8221;.In the Profile values section, select Yes in the Profile Values drop-down list.Save the configuration.

## QUESTION 60

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.
* 1,3,2,4
* 3,2,4,1
* 2,4,3,1
* 1,2,3,4

## QUESTION 61

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 62

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 63

Your customer noticed that all incoming messages containing MIME attachments that are either text or HTML are not being
received.

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

## QUESTION 64

Identify three considerations before starting the configuration of assignment rules to service requests.
* the attributes of queues to use as criteria for your rule assignments
* the candidates of service requests to use as criteria for your rule assignments
* the candidates of queues to use as criteria for your rule assignments
* the attributes of service requests to use as criteria for your rule assignments
* the rule sets you want to create and the rules to include in each rule set

## QUESTION 65

Which statement is correct when describing the process of adding assignment rules from Service Setup?
* Use the &#8220;Manage Service Assignment Rules&#8221; task, access the appropriate rules sets, create new rule(s), add

conditions and actions, save and publish.

* Use the &#8220;Manage Service Request Assignment Object&#8221; task, access and lock the appropriate objects, create new rule set(s), add conditions and actions, save and publish.

* Use the &#8220;Manage Service Assignment Rules&#8221; task, access and lock the appropriate rules sets, create new rule(s), add conditions and actions, save and close.

* Use the &#8220;Manage Service Request Assignment Object&#8221; 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 66**

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&#8217;s requirement?

* Make them available to external users by giving them access to the internal &#8220;My Knowledge&#8221; 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 &#8220;Knowledge Analyst&#8221; and &#8220;Knowledge Manager&#8221; roles only.

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