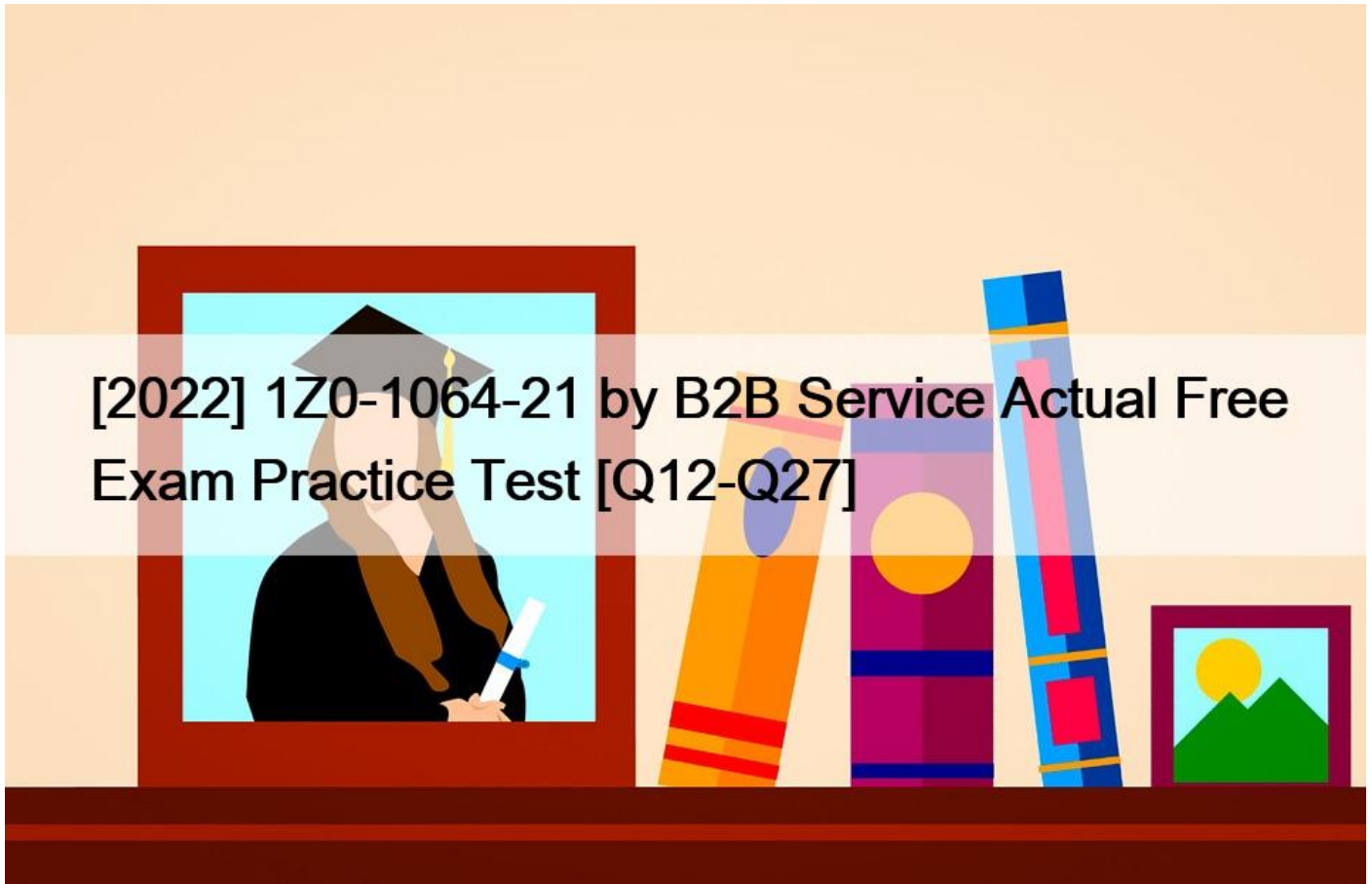


## [2022 1Z0-1064-21 by B2B Service Actual Free Exam Practice Test [Q12-Q27]



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Free B2B Service 1Z0-1064-21 Exam Question

### NEW QUESTION 12

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

### NEW QUESTION 13

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

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

#### NEW QUESTION 14

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

#### NEW QUESTION 15

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.

#### NEW QUESTION 16

Your customer wants to have a vertical MediaToolbar 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 Horizontal Toolbars.

#### NEW QUESTION 17

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's profiles.
- \* Enable SVC\_ENABLE\_INBOUND\_EMAIL\_DEFAULT\_PROCESSING.

#### NEW QUESTION 18

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

- \* URLs
- \* Tables
- \* Images

- \* Variables
- \* Text
- \* Other SmartText entries

### NEW QUESTION 19

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;

### NEW QUESTION 20

In which three situations can default coverage be applied?

- \* globally, to all service requests that do not have any other coverage
- \* for a specific SR category
- \* for a specific SR status
- \* for a specific period of time
- \* to a specific customer account

### NEW QUESTION 21

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

Accounts;

- \* Gold Accounts
- \* Silver Accounts
- \* Basic Accounts

You now want to disable the Silver Accounts category.

Which option meets the requirement?

- \* In Setup and maintenance > Service > Setup > Service Request > manage service Request Childcategories, search for the Accounts category and deselect the Active Column.
- \* 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.
- \* 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.
- \* 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.

### NEW QUESTION 22

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

### NEW QUESTION 23

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.

### NEW QUESTION 24

Your client needs to associate a product item to a product group but cannot make the association. What should you check to identify the cause?

- \* Validate that the product item is active and published.
- \* Verify that Eligible for Service is selected on the product item.
- \* Verify that Root Catalog is selected on the product groups.
- \* Validate that Allow Duplicate is selected on the product item.

### NEW QUESTION 25

Identify two correct statements about the way Visual Builder Cloud service (VBCS) and Digital Customer Service (DCS) are related.

- \* VBCS is a visual development tool for creating applications in DCS.
- \* DCS is an Offering in Engagement Cloud and VBCS is another Offering in Engagement Cloud.
- \* DCS is an Offering in Engagement Cloud and VBCS is part of that Offering.
- \* DCS is a visual development tool for creating applications in VBCS.

### NEW QUESTION 26

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?

- \* There are no specific e-mail tasks available.
- \* The environment was not provisioned correctly and the service module is missing.
- \* The team members do not have the Email Administrator Role provisioned.
- \* The team members have not established the e-mail feature on the Offerings page.

## NEW QUESTION 27

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 `&#8220;scheduled process&#8221;`) 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 `&#8220;scheduled process&#8221;`) on a periodic basis, such as weekly or monthly.

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