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Oracle B2B Service 2020 Implementation Essentials

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QUESTION 1

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.

Correct Answer: ABC

QUESTION 2

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.

Correct Answer: ACD

QUESTION 3

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 browserpage 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.

Correct Answer: C

QUESTION 4

Your customer asked you to modify the default severity value for new service requests. Which three steps should you follow to make the change?

A. Navigate to Setup and Maintenance > Service > Service Request > Manage Service Request Profile Options.

B. Select the profile SVC_SR_DEFAULT_SEVERITY_CD.

C. Lock the Profile Option for editing.

D. Modify the Profile Value and save.

E. Unlock and publish the new selected profilevalue.

F. Select View > Detach.

Correct Answer: BDE

QUESTION 5

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

A. Chat with an Agent about a ServiceRequest.

B. View and edit attachments to a Service Request.

C. Create a Service Request.

D. Delete a Service Request.

E. Add a message to a Service Request.

Correct Answer: ABCD

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