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Oracle Engagement Cloud 2019 Implementations Essentials

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QUESTION 1

If you want to disable the ability to delete activities for all users, what action should you perform?

- A. Remove the "delete activities" button from all pages used by the users who have this access.
- B. Remove the "delete activities" role from all the users who have this role.
- C. Remove the "delete activities" privilege from all the roles for users who have this access.
- D. Remove the users of the roles who have the "delete activities" access.

Correct Answer: D

QUESTION 2

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.

Correct Answer: BCD

QUESTION 3

Immediately after your production deployment of Engagement Cloud your users report that the media toolbar is not being displayed.

Which are two reasons for this behavior?

- A. You have not enabled the Computer Telephony Integration (CTI) service.
- B. The only toolbar enabled is the default one, and you must configure at least two.
- C. You did not enable the vertical toolbar which is required, while the horizontal is optional.
- D. The signed-in user does not have the appropriate access privileges to a toolbar.
- E. You entered a toolbar height that is not more than 70 pixels.

Correct Answer: AC

QUESTION 4

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 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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