1Z0-1064 ^{Q&As}

Oracle Engagement Cloud 2019 Implementations Essentials

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QUESTION 1

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

A. VBCS is a visual development tool for creating applications in DCS.

B. DCS is an Offering in Engagement Cloud and VBCS is another Offering in Engagement Cloud.

C. DCS is an Offering in Engagement Cloud and VBCS is part of that Offering.

D. DCS is a visual development tool for creating applications in VBCS.

Correct Answer: AC

QUESTION 2

What three things should you perform to show product images in the Product Picker component in Digital Customer Service (DCS)?

A. Add images as the productimage will not be pulled from Engagement Cloud.

B. Add the Product object to your DCS application.

C. Add product ID(s) to the database component.

D. Configure products groups and product items in Engagement Cloud.

Correct Answer: BCD

QUESTION 3

Select the correct procedure to enable the Audit History tab for Service Requests.

A. Sign in to Engagement Cloud as anadministrator.From the Navigation tool, select Setup and Maintenance.Select the "Service" tile from the list of products.Click "Setup" in the Administration section.In the Functional Areas section, select "Productivity Tools". Select the task "Manage Global Search Profile Options".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.

B. Sign in to Engagement Cloud as a user.From the navigation tool, select "Set Preferences".Under "Service" select "Configure Audit History".From the "Enable" tab, click "Yes" for the "Show Audit History" option.Select the "Fields" tab and add all desired fields to the "Displayed Fields" column.Select the"Filters" tab, choose an available field, add the desired filter, and add the filter to the "Active Filters" list.Save the configuration.

C. Sign in to Engagement Cloud as an administrator.From the Navigation tool, select Application Composer.At the top ofthe page choose "Appearance".Under General, click "Enable" next to "Show Audit History" option.Save the configuration.

D. Sign in to Engagement Cloud as an administrator.From the Navigation tool, select Security Console.Select the Search icon and search for "Service Request Audit History".In the Profile values section, select Yes in the Profile Values

drop-down list.Save the configuration.

Correct Answer: D

QUESTION 4

Oracle Engagement Cloud provides tools to add or modify which six types of entities?

A. Icons

B. Themes

C. Object workflow

D. Exports

E. Reports

F. Fields

G. Objects

H. Roles and privileges

Correct Answer: DEFG

QUESTION 5

You created two assignment rules for service requests using the Use Score option. For some service requests both rules return a result with the same total points.

What will be the expected result in the assignment of a queuefor these service requests?

A. An error will occur; no queue is assigned to the service request.

B. The queue defined in the first evaluated rule is always assigned to the service request.

C. The queue defined by default is the one assigned to the servicerequest.

D. The service request assignment will be unpredictable.

Correct Answer: B

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