

1Z0-1064^{Q&As}

Oracle Engagement Cloud 2019 Implementations Essentials

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QUESTION 1

Which two keyboard shortcuts can be modified?

- A. OK
- B. Create Service Request
- C. Cancel
- D. Save and Continue
- E. Save and Close

Correct Answer: AB

QUESTION 2

Your customer has noticed that emails are being retrieved every day only at 3:00 PM. This behavior began three days ago and no configuration changes were made during that time.

What is the cause of this new behavior?

- A. a configured job to process inbound emails
- B. an inbound message filter per time schedule
- C. a configured profile option to schedule the retrieval of emails
- D. an inbound message filter per sender

Correct Answer: B

QUESTION 3

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?

- A. The User Group selected for authoring articles has been set to `External`.
- B. The Base Locale for the articles has not been enabled in the correct language.
- C. Users have not been given the "Knowledge Analyst" role.
- D. The "Show article snippet in search and recommend" option has not been selected in the task "Manage Administrator Profile Values".

Correct Answer: C

QUESTION 4

You want to configure the workflow for the standard Service Request (SR) object. Which four actions can you do?

- A. You can modify the workflow to update field values within the SR object.
- B. You can generate tasks for the SR object from the workflow.
- C. You must make the changes using the Page Composer tool.
- D. You will be required to code any new workflow actions in Groovy.
- E. You can send an e-mail notification to specified recipients.
- F. You can define the workflow to run when certain fields of the SRObject are changed.

Correct Answer: ABEF

QUESTION 5

What three things should you do once you have established a global default coverage?

- A. Createan ESS job to Monitor Service Request Milestones.
- B. Create an ESS job to Aggregate Service Requests.
- C. Use Application Composer to configure warning emails about milestone compliance events.
- D. Use Application Composer to include milestones on the Service Request Layout if desired.

Correct Answer: ABD

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