

## 1Z0-1064<sup>Q&As</sup>

Oracle Engagement Cloud 2019 Implementations Essentials

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**QUESTION 1**

When creating localized Digital Customer Service applications, in which order would you perform the following steps?

1.

Update the English message as needed for your DCS application.

2.

Export the English language message bundle.

3.

Translate the English message bundle to all desired languages.

4.

Import translated message bundles.

A. 1,3,2,4

B. 3,2,4,1

C. 2,4,3,1

D. 1,2,3,4

Correct Answer: D

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**QUESTION 2**

Your customer is asking for a modification of Lookup Types in Service Request.

You navigate to Setup and Maintenance > Service > Service Request, and click to display all tasks.

Which four lookups can be modified from this task list?

A. Manage Service Request Products

B. Manage Service Request Status Values

C. Manage Service Request Categories

D. Manage Service Request Severities

E. Manage Service Request Queue

F. Manage Service Request Resolutions

Correct Answer: ABCE

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## QUESTION 3

Which option describes the automated page presentation for incoming calls?

- A. a feature that displays a caller-appropriate application page based on your customer's native language when you answer your phone
- B. a feature that displays a caller-appropriate application page based on a set of navigation rules defined for your customer when you answer your phone
- C. a feature that displays a detailed caller profile based on a customizable set of parameters defined for your customer when you answer your phone
- D. a feature that displays a detailed caller profile based on your customer's country when you answer your phone

Correct Answer: D

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## QUESTION 4

You have just created a new Digital Customer Service (DCS) application and now you need to add a user-registration option.

Which three steps should you perform to configure user self-registration in your DCS application?

- A. Configure the self-registrations to restrict registration to only existing Contacts.
- B. Configure your self-registrations so that they are automatically approved.
- C. Enable the self-registration steps in the "Manage Digital Customer Service Registration Profile Options" task.
- D. Disable the anonymous access option in your DCS application.

Correct Answer: ABD

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## QUESTION 5

Identify two correct statements 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

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