

# 1Z0-1064-22<sup>Q&As</sup>

Oracle B2B Service 2022 Implementation Professional

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**QUESTION 1**

You have enabled email acknowledgement and have created a corresponding template. The acknowledgement e-mail is sent, but there is some standard text appended to the email that is not part of the template:

Standard text appended:

"Your request has been received and is being reviewed by our support staff. The reference number for your service request is: SR0000003006. (SVC-5295081)

Thank you for your patience. If you would like to communicate further about the service request, you can reply to this email and send it to the email address: nnn- test.fa.extservice.incoming.2@oracle.com. {# #SR0000003056# #}"

Which statement is true?

- A. You can completely eliminate the standard text appended by editing the message: SVC\_EMAIL\_ACK\_FOR\_KNOWN\_CUST.
- B. You have to edit the e-mail template and add HTML code to customize the standard text section.
- C. You can eliminate part of the standard message, but cannot remove the User Details section, by editing the message: SVC\_EMAIL\_ACK\_FOR\_KNOWN\_CUST.
- D. You cannot completely remove the appended message text but you can edit the appended text by editing the message: SVC\_EMAIL\_ACK\_FOR\_KNOWN\_CUST.

Correct Answer: C

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**QUESTION 2**

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 SRObjct are changed.

Correct Answer: ABEF

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**QUESTION 3**

Your customer is not able to use category filters for search and recommended results of Knowledge articles in his environment.

Which of the following is causing this behavior?

- A. The user doesn't have the role ENABLE\_LOCALE\_FILTER\_ROLE.
- B. The profile CSO\_ENABLE\_KNOWLEDGE\_FAVORITING is set to N.
- C. The batch job for recommendations has not been executed.
- D. The profile CSO\_ENABLE\_SVC\_KMHOME is set to Y.
- E. The profile CSO\_ENABLE\_CATEGORY\_FILTER is set to N.

Correct Answer: A

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#### QUESTION 4

You need to extract all service Request (SR) data from your Engagement Cloud site from the last 12 months.

Identify two valid approaches to get this large volume of data.

- A. You can schedule a single export as an ESS job (also known as a "scheduled process") for all 12 months of SR data.
- B. You can download large volumes of SR data from the Analytics interface.
- C. You must retrieve large volumes of data through a REST API endpoint.
- D. You can schedule incremental exports as ESS jobs (also known as a "scheduled process") on a periodic basis, such as weekly or monthly.

Correct Answer: AB

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#### QUESTION 5

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

- A. Sign in to Engagement Cloud as an administrator. 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 of the 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

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## QUESTION 6

To create a service request, you log in to Engagement Cloud, navigate to service > Service Request and then click "Create Service Request".

Which set of field must be completed to save the service request (assume as-delivered field properties have not been changed)?

- A. Title, Status
- B. Title
- C. Title, Category, Severity, Status
- D. Title, Status, Problem Description
- E. Title, Category, Severity

Correct Answer: C

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## QUESTION 7

Which three statements are true?

- A. Oracle Engagement Cloud shares a common data model with Oracle Sales Cloud and other Oracle Cloud Applications.
- B. Oracle Engagement Cloud shares a common customization toolset including Sandboxes, Application Composer, Page Composer and Groovy scripting, with Oracle Sales Cloud and other Oracle Cloud Applications.
- C. Like other Oracle Cloud Applications, Engagement Cloud provides REST APIs to integrate with other services.
- D. Like other Oracle Cloud Applications, Engagement Cloud provides SOAP APIs to integrate with other services.

Correct Answer: ACD

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## QUESTION 8

Which two statements are true regarding the Audit History tab of a Service Request?

- A. It is enabled by default.
- B. It is available only to authorized administrators.
- C. It is searchable by date range, username, event type, event severity, and event duration.
- D. It is exportable to Excel.

E. It allows users to save searches for later reuse.

Correct Answer: AE

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#### QUESTION 9

Given the entitlement rules below, if a high-severity service request (SR) is created on Thursday at 2 PM, which two options are true?

Condition Column Severity = High Calendar = 9AM to 5 PM, Monday ?Friday, US EST Resolution Metric = 2880 Resolution Warning Threshold 120 First Response Metric= 360 First Response Warning Threshold

- A. Resolution is due on Saturday, 2 PM EST.
- B. If no action is taken on the SR, First Response warning will occur on Friday, 9 AM EST.
- C. First Response is due on Friday, 12 noon EST.
- D. If the SR is not resolved, Resolution warning will occur on Monday, 12 noon EST.

Correct Answer: BC

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#### QUESTION 10

Which three options are advantages of a structured approach to Knowledge Management as implemented in Engagement Cloud?

- A. Shared Across the Organization: The information is available to all users given they possess the right roles, and is used and reused by them to create solutions and solve problems for other users.
- B. In-Article Content Scanning: Knowledge Management is designed to process information inside the documents to categorize them into the corresponding products and categories to make searches more effective.
- C. Single point of maintenance: The Knowledge Base can be maintained easily as it is centralized.
- D. Multi-Language Capabilities: Users can create their articles in their native language and enable Auto-Translate to make it available to users from other regions with different languages without effort.
- E. Easy to Search: Knowledge Articles content and Service Request context can be used together to recommend the best Knowledge Articles to an agent.

Correct Answer: ABE

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#### QUESTION 11

Milestones are not getting applied to service requests in the customer environment. Identify three causes.

- A. The scheduled process has not been set up.
- B. The Starts When criteria of the milestones is not True.

- C. No default coverages are set up.
- D. Entitlement rules are not valid for the service request.

Correct Answer: ABC

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## QUESTION 12

What is the main function of the Data Security Policies?

- A. defines the data a particular user can see and/or modify
- B. defines the views the application can access
- C. defines the privileges and roles a particular user can have
- D. defines the views or functionalities the user can access
- E. defines the actions a particular user can do

Correct Answer: D

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## QUESTION 13

Your customer noticed that all incoming messages containing MIME attachments that are either text or HTML are not being received.

What is the problem?

- A. An administrator needs to set the profile option SVC\_EMAIL\_PROCESS\_UNKNOWN\_CUST to Y and schedule the process.
- B. The configured frequency to retrieve emails is too long.
- C. Incoming messages have a custom filter.
- D. Incorrect configuration of the inbound profile option: SVC\_INBOUND\_EMAIL\_MAX\_ATTACH\_SIZE.

Correct Answer: C

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## QUESTION 14

Which statement is correct when describing the process of adding assignment rules from Service Setup?

- A. Use the "Manage Service Assignment Rules" task, access the appropriate rules sets, create new rule (s), add conditions and actions, save and publish.
- B. Use the "Manage Service Request Assignment Object" task, access and lock the appropriate objects, create new rule set(s), add conditions and actions, save and publish.
- C. Use the "Manage Service Assignment Rules" task, access and lock the appropriate rules sets, create new rule(s),

add conditions and actions, save and close.

D. Use the "Manage Service Request Assignment Object" task, access the applicable service requests, create and apply new rule set(s) to the service requests, add conditions and actions, save and close.

Correct Answer: D

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## QUESTION 15

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 queue for 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 service request.
- D. The service request assignment will be unpredictable.

Correct Answer: B

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