

100% Money Back
Guarantee

Vendor:Oracle

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Exam Name:Oracle B2B Service 2022
Implementation Professional

Version:Demo

QUESTION 1

Your customer has warned you that non-English speakers are going to get access to articles but all your articles are written in English.

Which option allows the customer to address the problem, so that all users can get articles in their native language?

- A. Modify the original base locales of the articles to match the target language.
- B. Deploy the Auto-Translate option on existing articles and turn on the "auto-Translate new articles" feature.
- C. Enable new locales for the languages to be used and provision designated users to translate the articles.
- D. Diagnose the usage of the articles to eliminate all nonused documents to avoid unnecessary translations.

Correct Answer: C

QUESTION 2

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

QUESTION 3

Identify the sequence of steps you must follow to disable the Service Communication channels.

- A. Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Click the pencil icon in the Features column for Service > Deselect all the options.
- B. Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Select the "Disable" column in "Service entitlements"
- C. Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Click the pencil icon in the Features column for Communication Channels > Deselect the "Communication" option.
- D. Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Click the pencil icon in the Features column for Service > Deselect the "Communication Channels" option.

E. Navigate to Setup and maintenance > Select the Service offering > Select setup at the Administration section > Click Change configuration > Deselect the "Enable" column in "Communication Channels".

Correct Answer: C

QUESTION 4

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 5

You have been instructed to implement the "My Knowledge" page for your customer's Engagement Cloud site.

Which is the correct first action in configuring "My Knowledge"?

- A. Use the task "Manage Administrator Profile Values", search for the "Enable My Knowledge Menu for All Users" profile option, and activate it.
- B. Use the task "manage Administrator Profile Values", search for the "Enable My Knowledge Menu for Service" profile option, and activate it.
- C. Use the task "Manage Service Request knowledge Profile Options", search for the "SVC_ENABLE_KNOWLEDGE_PAGE_EXTERNAL_USERS" profile option, and set "Site" value to "Yes".
- D. Use the task "ManageService Request knowledge Profile Options", search for the "SVC_ENABLE_ARTICLE_CREATION_EDITION" profile option, and set the "SITE" value to "Yes".
- E. Use the task "Manage Administrator Profile Values", search for the "Enable My Knowledge Menu for Help Desk" profile option, and activate it.
- F. Use the task "Manage Service Request knowledge Profile Options", search for the "SVC_ENABLE_KNOWLEDGE_IN_SR" profile option, and set "SITE" value to "Yes".

Correct Answer: A

QUESTION 6

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 theAnalytics 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

QUESTION 7

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

QUESTION 8

Your client has already established a product catalog of sales products and now wants to include service products to categorize service requests. You suggest the creation of a new catalog.

What are two advantages of creating a new service catalog instead of using an existing one?

- A. requires less work and effort
- B. allows use of a simpler hierarchy

- C. allows the display of a product hierarchy specifically for service purposes
- D. allows you to use the same product hierarchy as sales

Correct Answer: AD

QUESTION 9

Your customer sells a wide variety of Mobile phones. To classify service requests efficiently you plan to create a new primary category called Mobile Phones.

Which four steps are required to define this new category?

- A. Select Create Category > Create Top-Level Category.
- B. Check the Active flag.
- C. Select the task Manage Service Request Categories.
- D. Select Status = "Active".
- E. Select Service Catalog in Functional Areas.
- F. Select Create Category > Create Child Category.
- G. Complete Category Name.

Correct Answer: ACDF

QUESTION 10

Digital Customer Service application configuration settings in json.cfg include which four options?

- A. Default communication preferences
- B. Knowledge management language locales
- C. Default chat channel preferences
- D. Service request links
- E. Knowledge management article links
- F. Product and category filtering
- G. Default notification preferences
- H. Default timezone

Correct Answer: BDEF

QUESTION 11

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

QUESTION 12

Which three types of data are included in the interaction associated with a normal call flow?

- A. Start time of the call
- B. Agent name
- C. Service Request create date
- D. Contact name
- E. Channel

Correct Answer: BCD