



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

Oracle B2B Service 2022 Implementation Professional

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**QUESTION 1**

Which three steps are required to configure the system to send an email notification when a milestone has reached warning status?

- A. Add an extension column to the milestone object to hold the warning threshold value.
- B. Configure an analytics report showing milestones in warning status.
- C. Specify the warning threshold for the milestone in the standard coverages.
- D. Create standard text to be posted to the message thread.
- E. Configure the email template to be used for notification.
- F. Configure an object workflow action to send the email when the milestone status changes to warning.

Correct Answer: BCE

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**QUESTION 2**

Which two actions can you take when using Application Composer to create a new Trouble Ticket object?

- A. You can create a field rule or a field trigger on a field of the Trouble Ticket object but not both on the same field.
- B. You can create a trigger on the Trouble Ticket object using the Upon Import Into Database trigger event to update the custom "OpenTroubleTickets" of the Account object.
- C. You can set a field rule to validate that the Priority field of the Trouble Ticket object is between 1 and 5
- D. You can set an object rule to validate that a Trouble Ticket of Priority 1 cannot be saved without being assigned to a staff member.

Correct Answer: BC

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**QUESTION 3**

Which two options are true about role synchronization for Digital Customer Service (DCS)?

- A. is required for every DCS instance
- B. also synchronizes userIDs and passwords between DCS and Engagement Cloud
- C. enables DCS user authentication through an identity management service (such as Engagement Cloud identity management)
- D. is real time

Correct Answer: AD

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#### QUESTION 4

Your client has noticed that inbound emails from customers are not creating or updating service requests.

Which step should they perform to automate it?

- A. Adjust the inbound message filters.
- B. Enable SVC\_SR\_INBOUND\_EMAIL\_AUTO\_UPDATE.
- C. Adjust permissions on all customer's profiles.
- D. Enable SVC\_ENABLE\_INBOUND\_EMAIL\_DEFAULT\_PROCESSING.

Correct Answer: B

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#### QUESTION 5

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

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