1Z0-1064-22 Q&As

Oracle B2B Service 2022 Implementation Professional

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QUESTION 1

Which two are true characteristics about the lifecycle of a service request?

A. If required, users can manually set the "Closed" status for a service request.

B. Users can reopen a service request when the status is set to "Closed".

C. Users can reopen a service request when the status is set to "Resolved".

D. "Closed" status is set by an automaticjob after a specified number of days.

E. "Customer working" is one of the five seeded status types.

Correct Answer: CD

QUESTION 2

You are creating a shared SmartText entry. Which option do you need to select to define a time period during which the entry is available to users?

A. Time Period

B. Duration

C. Available

D. Interval

E. Start/Stop

Correct Answer: B

QUESTION 3

Which three types of data are included in the interaction associatedwith 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

QUESTION 4

Which is the main reason for this issue?

A. There are no specific e-mail tasks available.

B. The environment was not provisioned correctly and the service module is missing.

C. The team members don\\\'t have the Email Administrator Role provisioned.

D. Theteam members have not established the e-mail feature on the Offerings page.

Correct Answer: D

QUESTION 5

Your customer has informed you about a possible errorin the screen pop-up when receiving a call. The problem is that the edit contact screen pop is shown whenever a call is received but most of the time the calls are regarding open Service Requests. As a result, agents have to navigate to that page, losingtime and being ineffective.

What is causing the problem?

A. Rules do not follow an order. When a call is received, the "edit contact" screen pop appears because it is the default rule that has been selected, regardless of the service request number or other tokens received.

B. Rules follow a priority order. When the system finds a contact token it automatically opens the "edit contact" page, because that rule has been configured before the Service request rule, regardless if a service Request token is alsoavailable.

C. A configuration in the pages tab of the screen pop is missing, the URL to the page to be displayed has not been provisioned. The URL is empty so the system shows the contact edit page.

D. Screen pops are not configurable. When a call arrives, the system automatically opens the page of the object in question, these cases being the contact page.

Correct Answer: C

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