



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

Oracle Engagement Cloud 2019 Implementations Essentials

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### QUESTION 1

If you did not use the Reference Implementation template for your Digital Customer Service (DCS) application, you will \_\_\_\_\_.

- A. not be able to preview your application before you publish it
- B. have to contact Oracle Support for the permission to deploy your custom DCS application
- C. be required to map roles so that the Visual Builder Cloud Service role matches the Engagement Cloud role
- D. be required to create all of your own components for the display of Engagement Cloud objects

Correct Answer: D

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### QUESTION 2

Which six Digital Customer Service (DCS) parts can be modified using Visual Builder Cloud Service (VBCS)?

- A. Object triggers
- B. Templates
- C. Business objects
- D. Languages
- E. Object workflows
- F. Pages
- G. Themes
- H. UI components

Correct Answer: ABCEFG

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### QUESTION 3

What three things should you do once you have established a global default coverage?

- A. Create an ESS job to Monitor Service Request Milestones.
- B. Create an ESS job to Aggregate Service Requests.
- C. Use Application Composer to configure warning emails about milestone compliance events.
- D. Use Application Composer to include milestones on the Service Request Layout if desired.

Correct Answer: ABD

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#### QUESTION 4

You are starting a new Engagement Cloud project implementation, and one of your customer requirements is to share service request information through Oracle Social Network.

In which way can you enable the service requests to be shareable on Oracle Social Network?

- A. Setup and maintenance >Service > Setup > Productivity Tools > Manage Oracle Social Network Objects for Service
- B. Setup and maintenance > Service > Configuration and Security > Service Request > Manage Oracle Social Network Objects for Service
- C. Setup and maintenance > Sales >Service Request > Manage Oracle Social Network Objects
- D. Setup and maintenance > Service > Setup > Productivity Tools > Manage Custom Objects for Service

Correct Answer: B

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#### QUESTION 5

Identify three considerations before starting the configuration of assignment rules to service requests.

- A. the attributes of queues to use as criteria for your rule assignments
- B. the candidates of service requests to use as criteria for your rule assignments
- C. the candidates of queues to use as criteria for your rule assignments
- D. the attributes of service requests to use as criteria for your rule assignments
- E. the rule sets you want to create and the rules to include in each rule set

Correct Answer: BCE

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