



# 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 two steps are needed to create a new business object in Digital Customer Service?

- A. Assign the new business object to a new component.
- B. Assign object access roles to an administrative user.
- C. Map a Visual Builder Cloud Service business object to the object API.
- D. Assign the new business object to a page.

Correct Answer: BC

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#### QUESTION 3

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

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#### QUESTION 4

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

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#### QUESTION 5

Which two are required to publish a completed Digital Customer Service (DCS) application?

- A. a single "publish" action to complete the task
- B. nothing (DCS applications are always available to all users.)
- C. moving the application to Staging and subsequently to Production status
- D. system administrator approval

Correct Answer: BC

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