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Oracle Engagement Cloud 2019 Implementations Essentials

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QUESTION 1

Which three options are advantages of a structured approach to Knowledge Management as implemented in Engagement Cloud?

- A. Shared Across the Organization: The information is available to all users given they possess the right roles, and is used and reused by them to create solutions and solve problems for other users.
- B. In-Article Content Scanning: Knowledge Management is designed to process information inside the documents to categorize them into the corresponding products and categories to make searches more effective.
- C. Single point of maintenance: The Knowledge Base can be maintained easily as it is centralized.
- D. Multi-Language Capabilities: Users can create their articles in their native language and enable Auto-Translate to make it available to users from other regions with different languages without effort.
- E. Easy to Search: Knowledge Articles content and Service Request context can be used together to recommend the best Knowledge Articles to an agent.

Correct Answer: ABE

QUESTION 2

What should you do to enable Password Reset in Digital Customer Service (DCS)?

- A. Add the Password Reset component to your DCS application.
- B. Instruct users that they can only change their password by chatting with an agent.
- C. Enable the "Password Reset" option in the User Administration component.
- D. Obtain the Change Password Link and add it to your DCS page.

Correct Answer: D

QUESTION 3

Identify two correct statements about the way Visual Builder Cloud service (VBCS) and Digital Customer Service (DCS) are related.

- A. VBCS is a visual development tool for creating applications in DCS.
- B. DCS is an Offering in Engagement Cloud and VBCS is another Offering in Engagement Cloud.
- C. DCS is an Offering in Engagement Cloud and VBCS is part of that Offering.
- D. DCS is a visual development tool for creating applications in VBCS.

Correct Answer: AC



QUESTION 4

In which three situations can default coverage be applied?

- A. globally, to all service requests that do not have any other coverage
- B. for a specific SR category
- C. for a specific SR status
- D. for a specific period of time
- E. to a specific customer account

Correct Answer: ABD

QUESTION 5

Which four statements are correct about hotkeys for Action Commands?

- A. They allow a user to escalate a service request.
- B. They have default values.
- C. They can all be modified.
- D. They allow a user to forward a service request.
- E. They can be assigned to a custom action script.
- F. They allow a user to copy a service request.

Correct Answer: ABCD

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