



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

Oracle Engagement Cloud 2019 Implementations Essentials

## Pass Oracle 1Z0-1064 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass4itsure.com/1z0-1064.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by Oracle  
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





### QUESTION 1

Your client needs to associate a product item to a product group but cannot make the association. What should you check to identify the cause?

- A. Validate that the product item is active and published.
- B. Verify that Eligible for Service is selected on the product item.
- C. Verify that Root Catalog is selected on the product groups.
- D. Validate that AllowDuplicate is selected on the product item.

Correct Answer: A

---

### QUESTION 2

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

---

### QUESTION 3

Your client has already established a product catalog of sales products and now wants to include service products to categorize service requests. You suggest the creation of a new catalog.

What are two advantages of creating a new service catalog instead of using an existing one?

- A. requires less work and effort
- B. allows use of a simpler hierarchy
- C. allows the display of a product hierarchy specifically for service purposes
- D. allows you to use the same product hierarchy as sales

Correct Answer: AD

---

**QUESTION 4**

Which option describes the automated page presentation for incoming calls?

- A. a feature that displays a caller-appropriate application page based on your customer's native language when you answer your phone
- B. a feature that displays a caller-appropriate application page based on a set of navigation rules defined for your customer when you answer your phone
- C. a feature that displays a detailed caller profile based on a customizable set of parameters defined for your customer when you answer your phone
- D. a feature that displays a detailed caller profile based on your customer's country when you answer your phone

Correct Answer: D

---

**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

---

**QUESTION 6**

Immediately after your production deployment of Engagement Cloud your users report that the media toolbar is not being displayed.

Which are two reasons for this behavior?

- A. You have not enabled the Computer Telephony Integration (CTI) service.
- B. The only toolbar enabled is the default one, and you must configure at least two.
- C. You did not enable the vertical toolbar which is required, while the horizontal is optional.
- D. The signed-in user does not have the appropriate access privileges to a toolbar.
- E. You entered a toolbar height that is not more than 70 pixels.

Correct Answer: AC

---

**QUESTION 7**

Your customer sells a wide variety of Mobile phones. To classify service requests efficiently you plan to create a new primary category called Mobile Phones.

Which four steps are required to define this new category?

- A. Select Create Category > Create Top-Level Category.
- B. Check the Active flag.
- C. Select the task Manage Service Request Categories.
- D. Select Status = "Active".
- E. Select Service Catalog in Functional Areas.
- F. Select Create Category > Create Child Category.
- G. Complete Category Name.

Correct Answer: ACDF

---

**QUESTION 8**

What is the main function of the Data Security Policies?

- A. defines the data a particular user can see and/or modify
- B. defines the views the application can access
- C. defines the privileges and roles a particular user can have
- D. defines the views or functionalities the user can access
- E. defines the actions a particular user can do

Correct Answer: D

---

**QUESTION 9**

Your customer sells many kinds of specialized electronics equipment. When creating a service request (SR), an agent searches the product categories and chooses the appropriate type of equipment for that SR.

Identify three advantages of selecting the category correctly.

- A. The hierarchical structure of the categories helps to improve the service request classification.
- B. Categories determine the steps an agent must follow to close the service request.
- C. Categories facilitate the assignment of an agent to the service request.



D. Categories improve the filtering of Knowledge articles that might contain a potential solution to the problem.

E. Filter the selection of the product related to the service request, when filtering by a particular category.

Correct Answer: ACD

---

#### QUESTION 10

Which two keyboard shortcuts can be modified?

A. OK

B. Create Service Request

C. Cancel

D. Save and Continue

E. Save and Close

Correct Answer: AB

---

#### QUESTION 11

Your customer has the following requirement: when filtering service requests an agent wants to see by default all those service requests that are "New", whose channel type is "Web", and are assigned to them.

Which five activities should be completed by an agent on the SR list page in order to create an appropriate personalized service request search filter?

A. In Advanced Search, confirm Record Set = Assigned to Me.

B. Change the section identified with Status = New

C. In Advanced Search, save and select the "Set as Default" box.

D. In Advanced Search, select Action > Update.

E. Click the Show Advanced Search icon.

F. In Advanced Search, Add Channel Type = Web.

Correct Answer: ABCEF

---

#### QUESTION 12

You need to extract all service Request (SR) data from your Engagement Cloud site from the last 12 months.

Identify two valid approaches to get this large volume of data.

A. You can schedule a single export as an ESS job (also known as a "scheduled process") for all 12 months of SR



data.

- B. You can download large volumes of SR data from the Analytics interface.
- C. You must retrieve large volumes of data through a REST API endpoint.
- D. You can schedule incremental exports as ESS jobs (also known as a "scheduled process") on a periodic basis, such as weekly or monthly.

Correct Answer: AB

---

### QUESTION 13

Your customer wants to have a vertical MediaToolbar instead of the Horizontal one. Which statement is true?

- A. The only Vertical Toolbar that you can enable is the Notifications Toolbar.
- B. The Horizontal Toolbar is always required, while the Vertical Toolbar and notifications are optional.
- C. The Vertical Toolbar is always required, while the Horizontal Toolbar and notifications are optional.
- D. You must set the Vertical Toolbar as the Default, and deactivate all Horizontal Toolbars.

Correct Answer: D

---

### QUESTION 14

You have been asked about some of the features of CTI notifications. Users want to be efficient in their time use, using alternate browser pages to carry out other activities when they are not receiving calls. However, the priority remains answering their client's calls, so they are forced to remain on the Engagement Cloud Page to avoid missing them.

Perform an analysis on the available features of Engagement Cloud and select the best viable answer to your customer's issue.

- A. Engagement Cloud supports push notifications sent to mobile phones, so users can be aware via phone when a client is calling.
- B. A toast notification option is present, which consists of desktop notifications popping up regarding incoming calls, whether they are currently on the Engagement Cloud browser page or not.
- C. A floating toolbar notification center can be configured, that is present all the time in the agent's screen to inform him/her of incoming calls, whether they are currently on the Engagement Cloud browser page or not.
- D. There is not current feature that may help users be aware of the presence of an incoming call if they are not currently in the Engagement Cloud browser page.

Correct Answer: C

---

### QUESTION 15

When creating localized Digital Customer Service applications, in which order would you perform the following steps?



1.

Update the English message as needed for your DCS application.

2.

Export the English language message bundle.

3.

Translate the English message bundle to all desired languages.

4.

Import translated message bundles.

A. 1,3,2,4

B. 3,2,4,1

C. 2,4,3,1

D. 1,2,3,4

Correct Answer: D

[Latest 1Z0-1064 Dumps](#)

[1Z0-1064 Practice Test](#)

[1Z0-1064 Study Guide](#)