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Question 1

Question Type: MultipleChoice

One of your service agents needs a new search filter on his Service Requests' list page.

How can the agent achieve this?

Options:

- A- Add fields from the advanced search functionality.
- B- Grant the agent Administrator permissions to add new search filters.
- C- Create a new search through the application composer.
- D- Create several personalized searches and create them to each other.

Answer:

C

Question 2

Question Type: MultipleChoice

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?

Options:

- 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.

Answer:

A, C, D, F

Question 3

Question Type: MultipleChoice

What three things should you perform to show product images in the Product Picker component in Digital Customer Service (DCS)?

Options:

- A-** Add images as the product image will not be pulled from Engagement Cloud.
- B-** Add the Product object to your DCS application.
- C-** Add product ID(s) to the database component.
- D-** Configure products groups and product items in Engagement Cloud.

Answer:

B, C, D

Question 4

Question Type: MultipleChoice

You created two assignment rules for service requests using the Use Score option. For some service requests both rules return a result with the same total points.

What will be the expected result in the assignment of a queue for these service requests?

Options:

- A-** An error will occur; no queue is assigned to the service request.
- B-** The queue defined in the first evaluated rule is always assigned to the service request.
- C-** The queue defined by default is the one assigned to the service request.
- D-** The service request assignment will be unpredictable.

Answer:

B

Question 5

Question Type: MultipleChoice

Your client has noticed that inbound emails from customers are not creating or updating service requests.

Which step should they perform to automate it?

Options:

- A- Adjust the inbound message filters.
- B- Enable SVC_SR_INBOUND_EMAIL_AUTO_UPDATE.
- C- Adjust permissions on all customer's profiles.
- D- Enable SVC_ENABLE_INBOUND_EMAIL_DEFAULT_PROCESSING.

Answer:

B

Question 6

Question Type: MultipleChoice

What three things should you perform to show product images in the Product Picker component in Digital Customer Service (DCS)?

Options:

- A- Add images as the product image will not be pulled from Engagement Cloud.

- B-** Add the Product object to your DCS application.
- C-** Add product ID(s) to the database component.
- D-** Configure products groups and product items in Engagement Cloud.

Answer:

B, C, D

Question 7

Question Type: MultipleChoice

Your client has noticed that inbound emails from customers are not creating or updating service requests.

Which step should they perform to automate it?

Options:

- A-** Adjust the inbound message filters.
- B-** Enable SVC_SR_INBOUND_EMAIL_AUTO_UPDATE.

C- Adjust permissions on all customer's profiles.

D- Enable SVC_ENABLE_INBOUND_EMAIL_DEFAULT_PROCESSING.

Answer:

B

Question 8

Question Type: MultipleChoice

One of your service agents needs a new search filter on his Service Requests' list page.

How can the agent achieve this?

Options:

A- Add fields from the advanced search functionality.

B- Grant the agent Administrator permissions to add new search filters.

C- Create a new search through the application composer.

D- Create several personalized searches and create them to each other.

Answer:

C

Question 9

Question Type: MultipleChoice

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?

Options:

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.

Answer:

A, C, D, F

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