

**100%** Money Back  
**Guarantee**

**Vendor:**Oracle

**Exam Code:**1Z0-1064

**Exam Name:**Oracle Engagement Cloud 2019  
Implementations Essentials

**Version:**Demo

### QUESTION 1

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

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### QUESTION 2

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

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### QUESTION 3

Your customer is not able to use category filters for search and recommended results of Knowledge articles in his environment.

Which of the following is causing this behavior?

- A. The user doesn't have the role ENABLE\_LOCALE\_FILTER\_ROLE.
- B. The profile CSO\_ENABLE\_KNOWLEDGE\_FAVORITING is set to N.
- C. The batch job for recommendations has not been executed.
- D. The profile CSO\_ENABLE\_SVC\_KMHOME is set to Y.
- E. The profile CSO\_ENABLE\_CATEGORY\_FILTER is set to N.

Correct Answer: A

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#### QUESTION 4

Which is the main reason for this issue?

- A. There are no specific e-mail tasks available.
- B. The environment was not provisioned correctly and the service module is missing.
- C. The team members don't have the Email Administrator Role provisioned.
- D. The team members have not established the e-mail feature on the Offerings page.

Correct Answer: D

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#### QUESTION 5

Which two are true characteristics about the lifecycle of a service request?

- A. If required, users can manually set the "Closed" status for a service request.
- B. Users can reopen a service request when the status is set to "Closed".
- C. Users can reopen a service request when the status is set to "Resolved".
- D. "Closed" status is set by an automatic job after a specified number of days.
- E. "Customer working" is one of the five seeded status types.

Correct Answer: CD

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#### QUESTION 6

You are creating a shared SmartText entry. Which option do you need to select to define a time period during which the entry is available to users?

- A. Time Period
- B. Duration
- C. Available
- D. Interval
- E. Start/Stop

Correct Answer: B

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### QUESTION 7

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

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### QUESTION 8

To create a service request, you log in to Engagement Cloud, navigate to service > Service Request and then click "Create Service Request".

Which set of field must be completed to save the service request (assume as-delivered field properties have not been changed)?

- A. Title, Status
- B. Title
- C. Title, Category, Severity, Status
- D. Title, Status, Problem Description
- E. Title, Category, Severity

Correct Answer: C

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### QUESTION 9

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

Which step should they perform to automate it?

- 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.

Correct Answer: B

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**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

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**QUESTION 11**

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 12**

Which three statements are true about building Digital Customer Service (DCS) applications?

- A. Many DCS applications can be active in production at the same time.
- B. DCS includes a "reference implementation template" that illustrates recommended implementation practices.
- C. Only one version of a DCS application can be active in production at any time.
- D. DCS application can be embedded in other sites.

Correct Answer: BCD

