



ORACLE 1Z0-1064-20

Oracle B2B Service Implementation Essentials Certification
Questions & Answers

Exam Summary – Syllabus – Questions

1Z0-1064-20

Oracle B2B Service 2020 Certified Implementation Specialist

58 Questions Exam – 62% Cut Score – Duration of 85 minutes

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Know Your 1Z0-1064-20 Certification Well:

The 1Z0-1064-20 is best suitable for candidates who want to gain knowledge in the Oracle Engagement Cloud Service. Before you start your 1Z0-1064-20 preparation you may struggle to get all the crucial B2B Service Implementation Essentials materials like 1Z0-1064-20 syllabus, sample questions, study guide.

But don't worry the 1Z0-1064-20 PDF is here to help you prepare in a stress free manner.

The PDF is a combination of all your queries like-

- What is in the 1Z0-1064-20 syllabus?
- How many questions are there in the 1Z0-1064-20 exam?
- Which Practice test would help me to pass the 1Z0-1064-20 exam at the first attempt?

Passing the 1Z0-1064-20 exam makes you Oracle B2B Service 2020 Certified Implementation Specialist. Having the B2B Service Implementation Essentials certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

Oracle 1Z0-1064-20 B2B Service Implementation Essentials Certification Details:

Exam Name	Oracle B2B Service 2020 Implementation Essentials
Exam Code	1Z0-1064-20
Exam Price	USD \$245 (Pricing may vary by country or by localized currency)
Duration	85 minutes
Number of Questions	58
Passing Score	62%
Format	Multiple Choice Questions (MCQ)
Recommended Training	Oracle B2B Service 2020 Certified Implementation Specialist Oracle CX Sales and B2B Service Learning Subscription

Schedule Exam	Pearson VUE
Sample Questions	Oracle B2B Service 2020 Certified Implementation Specialist (OCS)
Recommended Practice	1Z0-1064-20 Online Practice Exam

1Z0-1064-20 Syllabus:

Initial Setup	<ul style="list-style-type: none"> - Enable Engagement Cloud features - Describe the Engagement Cloud security model - Use Functional Setup Manager (FSM)
Service Request (SR) Management	<ul style="list-style-type: none"> - Set up SR creation and handling - Configure a Service Request Category - Describe common SR processing activities - Identify common SR searches - Configure a Service Catalog - Implement an SR assignment mapping
Entitlements	<ul style="list-style-type: none"> - Describe entitlement concepts (coverage, milestones) - Manage milestones - Set up standard coverage - Set up default coverage - Configure action plans
Knowledge Management (KM)	<ul style="list-style-type: none"> - Identify KM enablement activities (products/categories, security, features) - Author KM articles - Set up 'My Knowledge' page
Digital Customer Service (DCS)	<ul style="list-style-type: none"> - Describe DCS architecture components (themes, templates, pages) - Describe DCS enablement activities (profiles, roles, authentication) - Describe DCS components (products, contact, KM, SR creator, admin) - Deploy an initial DCS application - Customize a DCS application
Omnichannel Communications	<ul style="list-style-type: none"> - Perform Email set up activities (inbound setup, outbound setup, templates) - Describe CTI integration architecture - Configure CTI notifications - Configure media toolbar - Configure Chat - Configure Work Routing - Configure Agent Notifications

Productivity Features	<ul style="list-style-type: none"> - Set up Hotkeys - Set up SmartText - Enable SR Audit
Advanced Configuration, Integration and Analytics	<ul style="list-style-type: none"> - Identify mechanisms of Engagement Cloud customization - Use tools used to configure and customize Engagement Cloud - Explain Engagement Cloud integration architecture and mechanisms - Perform file-based import and export - Describe Analytics concepts (infolets, subject areas, queries) - Modify an Analytics report

Oracle 1Z0-1064-20 Sample Questions:

Question: 1

Which statement is correct when describing the process of adding assignment rules from Service Setup?

- Use the "Manage Service Assignment Rules" task, access the appropriate rules sets, create new rule(s), add conditions and actions, save and publish.
- Use the "Manage Service Request Assignment Object" task, access the applicable service requests, create and apply new rule set(s) to the service requests, add conditions and actions, save and close.
- Use the "Manage Service Request Assignment Object" task, access and lock the appropriate objects, create new rule set(s), add conditions and actions, save and publish.
- Use the "Manage Service Assignment Rules" task, access and lock the appropriate rules sets, create new rule(s), add conditions and actions, save and close.

Answer: b

Question: 2

Which three subject functions are included in the RFST API for Service Requests (SRs)?

- Update resource member
- Delete activity
- Update SR reference
- Delete message
- Update resource manager

Answer: a, b, c

Question: 3

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 9
- c) an inbound message filter per sender
- d) a configured profile option to schedule the retrieval of emails

Answer: b

Question: 4

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

Answer: c

Question: 5

Identify two correct options about Application Composer, as the primary web-based tool within Engagement Cloud used to modify standard and custom objects.

- a) It allows edits to Dashboard pages.
- b) It requires proper permissions to use the tool and additional permissions to edit the desired object.
- c) It includes a preview option for all standard and custom object pages.
- d) It requires the use of a sandbox to modify the fields associated with standard and custom objects.

Answer: d

Question: 6

When published, SmartText entries can be made available to which two options?

- a) specific users (i.e. "Select from list")
- b) all users (i.e., "Public")
- c) you and your immediate coworkers (i.e. "My Group")
- d) yourself only (i.e. "Private")
- e) this folder (i.e. "Users with folder access only")

Answer: d, e

Question: 7

What is the main function of the Data Security Policies?

- a) defines the views or functionalities the user can access
- b) defines the data a particular user can see and/or modify
- c) defines the privileges and roles a particular user can have
- d) defines the actions a particular user can do
- e) defines the views the application can access

Answer: a

Question: 8

For which two groups of functions can keyboard shortcuts be set?

- a) Button Access Keys
- b) Personal Activity Functions
- c) Administrator (that is, "Power") Commands
- d) Action Commands

Answer: c, d

Question: 9

A service agent can create tasks from different system areas. Identify three modules where a service agent can create and associate tasks.

- a) Contacts
- b) Service requests
- c) Sales opportunities
- d) Notes
- e) Social network

Answer: b, c, e

Question: 10

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

- a) The only Vertical Toolbar that you can enable is the Notifications Toolbar.
- b) The Vertical Toolbar is always required, while the Horizontal Toolbar and notifications are optional.
- c) The Horizontal Toolbar is always required, while the Vertical Toolbar and notifications are optional.
- d) You must set the Vertical Toolbar as the Default, and deactivate all Horizontal Toolbars.

Answer: d

Study Guide to Crack Oracle B2B Service Implementation Essentials 1Z0-1064-20 Exam:

- Getting details of the 1Z0-1064-20 syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the 1Z0-1064-20 exam.
- Making a schedule is vital. A structured method of preparation leads to success. A candidate must plan his schedule and follow it rigorously to attain success.
- Joining the Oracle provided training for 1Z0-1064-20 exam could be of much help. If there is specific training for the exam, you can discover it from the link above.
- Read from the 1Z0-1064-20 sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.
- Practicing on 1Z0-1064-20 practice tests is must. Continuous practice will make you an expert in all syllabus areas.

Reliable Online Practice Test for 1Z0-1064-20 Certification

Make DBExam.com your best friend during your Oracle B2B Service 2020 Implementation Essentials exam preparation. We provide authentic practice tests for the 1Z0-1064-20 exam. Experts design these online practice tests, so we can offer you an exclusive experience of taking the actual 1Z0-1064-20 exam. We guarantee you 100% success in your first exam attempt if you continue practicing regularly. Don't bother if you don't get 100% marks in initial practice exam attempts. Just utilize the result section to know your strengths and weaknesses and prepare according to that until you get 100% with our practice tests. Our evaluation makes you confident, and you can score high in the 1Z0-1064-20 exam.

Start Online Practice of 1Z0-1064-20 Exam by visiting URL

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