



ORACLE 1Z0-1064-21

Oracle B2B Service Implementation Essentials Certification
Questions & Answers

Exam Summary – Syllabus – Questions

1Z0-1064-21

Oracle B2B Service 2021 Certified Implementation Specialist

58 Questions Exam – 62% Cut Score – Duration of 90 minutes

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Know Your 1Z0-1064-21 Certification Well:

The 1Z0-1064-21 is best suitable for candidates who want to gain knowledge in the Oracle B2B Service. Before you start your 1Z0-1064-21 preparation you may struggle to get all the crucial B2B Service Implementation Essentials materials like 1Z0-1064-21 syllabus, sample questions, study guide.

But don't worry the 1Z0-1064-21 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 1Z0-1064-21 syllabus?
- How many questions are there in the 1Z0-1064-21 exam?
- Which Practice test would help me to pass the 1Z0-1064-21 exam at the first attempt?

Passing the 1Z0-1064-21 exam makes you Oracle B2B Service 2021 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 1Z0-1064-21 B2B Service Implementation Essentials Certification Details:

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| Exam Name | Oracle B2B Service 2021 Implementation Essentials |
| Exam Code | 1Z0-1064-21 |
| Exam Price | USD \$245 (Pricing may vary by country or by localized currency) |
| Duration | 90 minutes |
| Number of Questions | 58 |
| Passing Score | 62% |
| Format | Multiple Choice Questions (MCQ) |
| Recommended Training | Oracle B2B Service 2021 Certified Implementation Specialist Oracle CX Sales and B2B Service Learning Subscription |

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|-----------------------------|--|
| Schedule Exam | Pearson VUE |
| Sample Questions | <u>Oracle B2B Service 2021 Certified Implementation Specialist (OCS)</u> |
| Recommended Practice | <u>1Z0-1064-21 Online Practice Exam</u> |

1Z0-1064-21 Syllabus:

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|---------------------------------|---|
| Initial Setup | <ul style="list-style-type: none"> - Enable B2B Service features - Describe the B2B Service 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) - Create and Configure a DCS Application |
| Omnichannel Communications | <ul style="list-style-type: none"> - Perform Email set up activities (inbound setup, outbound setup, templates) - 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 |

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|---|---|
| Advanced Configuration, Integration and Analytics | <ul style="list-style-type: none">- Identify mechanisms of B2B Service customization- Use tools used to configure and customize B2B Service- Explain B2B service integration architecture and mechanisms- Perform file-based import and export- Describe Analytics concepts (infolets, subject areas, queries)- Modify an Analytics report |
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Oracle 1Z0-1064-21 Sample Questions:

Question: 1

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

- a) Use the "Manage Service Assignment Rules" task, access the appropriate rules sets, create new rule(s), add conditions and actions, save and publish.
- b) 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.
- c) 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.
- d) 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

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: 3

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

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

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: 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

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

- a) Update resource member
- b) Delete activity
- c) Update SR reference
- d) Delete message
- e) Update resource manager

Answer: a, b, c

Question: 10

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

Study Guide to Crack Oracle B2B Service Implementation Essentials 1Z0-1064-21 Exam:

- Getting details of the 1Z0-1064-21 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 1Z0-1064-21 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 1Z0-1064-21 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 1Z0-1064-21 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 1Z0-1064-21 practice tests is must. Continuous practice will make you an expert in all syllabus areas.

Reliable Online Practice Test for 1Z0-1064-21 Certification

Make DBExam.com your best friend during your Oracle B2B Service 2021 Implementation Essentials exam preparation. We provide authentic practice tests for the 1Z0-1064-21 exam. Experts design these online practice tests, so we can offer you an exclusive experience of taking the actual 1Z0-1064-21 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 1Z0-1064-21 exam.

Start Online Practice of 1Z0-1064-21 Exam by visiting URL

<https://www.dbexam.com/oracle/1z0-1064-21-oracle-b2b-service-2021-implementation-essentials>