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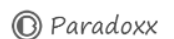
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Exam : **1z0-1064**

Title : Oracle Engagement Cloud
2019 Implementations
Essentials

Vendor : Oracle

Version : DEMO

NO.1 Which option describes the automated page presentation for incoming calls?

- A.** a feature that displays a detailed caller profile based on a customizable set of parameters defined for your customer 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 caller-appropriate application page based on your customer's native language 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

Answer: D

NO.2 Which four actions does the REST API for Service Requests (SRs) allow?

- A.** Update SR milestone
- B.** Create SR
- C.** Update SR assignee
- D.** Delete SR by SR number
- E.** Delete SR by SR title

Answer: A,B,C,D

NO.3 You are creating or editing a SmartText entry. Which four options can you insert into the entry?

- A.** Other SmartText entries
- B.** Variables
- C.** URLs
- D.** Text
- E.** Images
- F.** Tables

Answer: A,B,D,F

NO.4 Select the correct procedure to enable the Audit History tab for Service Requests.

- A.** Sign in to Engagement Cloud as an administrator.From the Navigation tool, select Security Console.Select the Search icon and search for "Service Request Audit History".In the Profile values section, select Yes in the Profile Values drop-down list.Save the configuration.
- B.** Sign in to Engagement Cloud as an administrator.From the Navigation tool, select Application Composer.At the top of the page choose "Appearance".Under General, click "Enable" next to "Show Audit History" option.Save the configuration.
- C.** Sign in to Engagement Cloud as an administrator.From the Navigation tool, select Setup and Maintenance.Select the "Service" tile from the list of products.Click "Setup" in the Administration section.In the Functional Areas section, select "Productivity Tools". Select the task "Manage Global Search Profile Options".Search for the profile option code for SR Audit.In the Profile Values section for the profile option code, select Yes in the Profile Values drop-down list.Save the configuration.
- D.** Sign in to Engagement Cloud as a user.From the navigation tool, select "Set Preferences".Under "Service" select "Configure Audit History".From the "Enable" tab, click "Yes" for the "Show Audit

History" option. Select the "Fields" tab and add all desired fields to the "Displayed Fields" column. Select the "Filters" tab, choose an available field, add the desired filter, and add the filter to the "Active Filters" list. Save the configuration.

Answer: A

NO.5 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, save and select the "Set as Default" box.
- B. In Advanced Search, select Action > Update.
- C. In Advanced Search, Add Channel Type = Web.
- D. Change the section identified with Status = New
- E. Click the Show Advanced Search icon.
- F. In Advanced Search, confirm Record Set = Assigned to Me.

Answer: A,C,D,E,F

NO.6 Milestones are a key component of Service Entitlements. Identify three correct options regarding milestones.

- A. Milestones are customizable by an administrator to include any number of organization-specific milestone types.
- B. Milestones are commitments to handle SRs within certain timelines.
- C. Milestones can be one of four default types: 'First Response', 'Second Response', 'Final Action', and 'Resolution'.
- D. Milestones can be configured to start, pause, or complete based on a complex expression with AND, OR, and parentheses.
- E. Milestones are actions on a service request (SR) that must be completed by a specific time.

Answer: A,C,D