

Oracle

1Z0-1064-21 Exam

Oracle B2B Service 2021 Implementation Essentials Exam

Questions & Answers

Demo

Question: 1

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

Answer: B

Question: 2

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.

Answer: A,C

Question: 3

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

How can the agent achieve this?

- 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: 4

Which three steps are required to set up a standard coverage for the following scenario: High Severity SRs must be worked round-the-clock and resolved in 24 hours (a First Response metric is not required), and the owner should be warned of pending expiration three hours before expiration?

- A. Create a new standard coverage using the delivered Contracts Service Entitlements Entitlement Type.
- B. Do not choose any optional criteria columns.
- C. Choose all optional result columns.
- D. Create an entitlement rule that specifies:-Condition Column Severity = High-Calendar = 24 by 7-Resolution Metric = 1440-Resolution Warning Threshold 180-Appropriate Start and End Dates

Answer: A,B,D

Question: 5

Which two keyboard shortcuts can be modified?

- A. OK
- B. Create Service Request
- C. Cancel
- D. Save and Continue
- E. Save and Close

Answer: A,B
