



# Oracle

1Z0-1064-22  
*Oracle B2B Service 2022 Implementation Professional*

## Questions & Answers PDF

**For More Information:**  
<https://www.certswarrior.com/>

## Features:

- 90 Days Free Updates
- 30 Days Money Back Guarantee
- Instant Download Once Purchased
- 24/7 Online Chat Support
- Its Latest Version

---

# Latest Version: 6.0

## Question: 1

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.

**Answer: B,C,D**

## Question: 2

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: 3

Identify three considerations before starting the configuration of assignment rules to service requests.

- A. the attributes of queues to use as criteria for your rule assignments
- B. the candidates of service requests to use as criteria for your rule assignments
- C. the candidates of queues to use as criteria for your rule assignments
- D. the attributes of service requests to use as criteria for your rule assignments
- E. the rule sets you want to create and the rules to include in each rule set

**Answer: B,C,E**

## Question: 4

---

You have enabled email acknowledgement and have created a corresponding template. The acknowledgement e-mail is sent, but there is some standard text appended to the email that is not part of the template:

Standard text appended:

“Your request has been received and is being reviewed by our support staff. The reference number for your service request is: SR0000003006. (SVC-5295081)

Thank you for your patience. If you would like to communicate further about the service request, you can reply to this email and send it to the email address: nnn-test.fa.extservice.incoming.2@oracle.com. {# #SR0000003056# #}”

Which statement is true?

- A. You can completely eliminate the standard text appended by editing the message: SVC\_EMAIL\_ACK\_FOR\_KNOWN\_CUST.
- B. You have to edit the e-mail template and add HTML code to customize the standard text section.
- C. You can eliminate part of the standard message, but cannot remove the User Details section, by editing the message: SVC\_EMAIL\_ACK\_FOR\_KNOWN\_CUST.
- D. You cannot completely remove the appended message text but you can edit the appended text by editing the message: SVC\_EMAIL\_ACK\_FOR\_KNOWN\_CUST.

**Answer: C**

### Question: 5

What should you do to enable Password Reset in Digital Customer Service (DCS)?

- A. Add the Password Reset component to your DCS application.
- B. Instruct users that they can only change their password by chatting with an agent.
- C. Enable the “Password Reset” option in the User Administration component.
- D. Obtain the Change Password Link and add it to your DCS page.

**Answer: D**



**CERTSWARRIOR**

**FULL PRODUCT INCLUDES:**

Money Back Guarantee



Instant Download after Purchase



90 Days Free Updates



PDF Format Digital Download



24/7 Live Chat Support



Latest Syllabus Updates



For More Information – Visit link below:

**<http://www.certswarrior.com>**

Discount Coupon Code:

**CERTSWARRIOR10**

We Accept

**PayPal**