# Oracle

## 1Z0-1064-21 Exam

## Oracle B2B Service 2021Implementation 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 reasonsfor 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 addnew 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**

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