1Z0-1064-22^{Q&As}

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QUESTION 1

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 the use of a sandbox to modify the fieldsassociated with standard and custom objects.

C. It requires proper permissions to use the tools and additional permissions to edit the desired object.

D. In includes a preview option for all standard and custom object pages.

Correct Answer: B

QUESTION 2

What four actions do the as-delivered Service Request components included in a Digital Customer Service (DCS) application enable a DCS user to do?

A. Chat with an Agent about a ServiceRequest.

B. View and edit attachments to a Service Request.

C. Create a Service Request.

D. Delete a Service Request.

E. Add a message to a Service Request.

Correct Answer: ABCD

QUESTION 3

Your client has noticed that inbound emails from customers are not creating or updatingservice requests.

Which step should they perform to automate it?

A. Adjust the inbound message filters.

B. Enable SVC_SR_INBOUND_EMAIL_AUTO_UPDATE.

C. Adjust permissions on all customer\\'s profiles.

D. Enable SVC_ENABLE_INBOUND_EMAIL_DEFAULT_PROCESSING.

Correct Answer: B

QUESTION 4

Your customer has noticed thatemails 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

C. a configured profile option to schedule the retrieval of emails

D. an inbound message filter per sender

Correct Answer: B

QUESTION 5

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

Correct Answer: B

QUESTION 6

Your Engagement Cloud site has had the knowledge function enabled. Your internal users want to author articles. Unfortunately, they cannot find the option to create new articles.

What option could cause this problem?

A. The User Group selected for authoring articles has been set to `External".

B. The Base Locale for the articles has not been enabled in the correct language.

C. Users have not been given the "Knowledge Analyst" role.

D. The "Show article snippet in search and recommend" option has not been selected in the task "Manage Administrator Profile Values".

Correct Answer: C

QUESTION 7

Which is the main reason for this issue?

A. There are no specific e-mail tasks available.

B. The environment was not provisioned correctly and the service module is missing.

C. The team members don\\'t have the Email Administrator Role provisioned.

D. Theteam members have not established the e-mail feature on the Offerings page.

Correct Answer: D

QUESTION 8

When creating localized Digital Customer Service applications, in which order would you perform the following steps?

1.

 Update the English message as needed for your DCS application.

2.

 Export the English language message bundle.

3.

 Translate the English message bundle to all desired languages.

4.

 Import translated message bundles.

A. 1,3,2,4

B. 3,2,4,1

C. 2,4,3,1

D. 1,2,3,4

Correct Answer: D

QUESTION 9

Your customer has warned you that non-English speakers are going to get access to articles but all your articles are written in English.

Whichoption allows the customer to address the problem, so that all users can get articles in their native language?

A. Modify the original base locales of the articles to match the target language.

B. Deploy the Auto-Translate option on existing articles andturn on the "auto-Translate new articles" feature.

C. Enable new locales for the languages to be used and provision designated users to translate the articles.

D. Diagnose the usage of the articles to eliminate all nonused documents to avoid unnecessary translations.

Correct Answer: C

QUESTION 10

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

Correct Answer: C

QUESTION 11

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 andpublish.

B. 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.

C. 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.

D. 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 conditionsand actions, save and close.

Correct Answer: D

QUESTION 12

A service agent can create tasks from different system areas.

Identify three modules where a service agent can create and associate tasks.

A. Sales opportunities

B. Notes

C. Contacts

D. Social network

E. Service requests

Correct Answer: ADE

QUESTION 13

Your customer is not able to use category filters for search and recommended results of Knowledge articles in his environment.

Which of the following is causing this behavior?

A. The user doesn\\'t have the role ENABLE_LOCALE_FILTER_ROLE.

B. The profile CSO_ENABLE_KNOWLEDGE_FAVORITING is set to N.

C. The batch job for recommendations has not been executed.

D. The profile CSO_ENABLE_SVC_KMHOME is set to Y.

E. The profile CSO_ENABLE_CATEGORY_FILTER is set to N.

Correct Answer: A

QUESTION 14

Your customer asked you to modify the default severity value for new service requests. Which three steps should you follow to make the change?

A. Navigate to Setup andMaintenance > Service > Service Request > Manage Service Request Profile Options.

B. Select the profile SVC_SR_DEFAULT_SEVERITY_CD.

C. Lock the Profile Option for editing.

D. Modify the Profile Value and save.

E. Unlock and publish the new selected profilevalue.

F. Select View > Detach.

Correct Answer: BDE

QUESTION 15

Your customer is asking for amodification of Lookup Types in Service Request.

You navigate to Setup and Maintenance > Service > Service Request, and click to display all tasks.

Which four lookups can be modified from this task list?

A. Manage Service Request Products

B. Manage Service Request Status Values

C. Manage Service Request Categories

D. Manage Service Request Severities

E. Manage Service Request Queue

F. Manage Service Request Resolutions

Correct Answer: ABCE

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