

Oracle 1Z0-1064-25

Oracle Fusion Service 2025 Implementation Professional

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Questions**

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QUESTION 1

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

Correct Answer: A,B,C,D

QUESTION 2

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 3

Your customer sells many kinds of specialized electronics equipment. When creating a service request (SR),

an agent searches the product categories and chooses the appropriate type of equipment for that SR. Identify three advantages of selecting the category correctly.

- A. The hierarchical structure of the categories helps to improve the service request classification.
- B. Categories determine the steps an agent must follow to close the service request.
- C. Categories facilitate the assignment of an agent to the service request.
- D. Categories improve the filtering of Knowledge articles that might contain a potential solution to the problem.
- E. Filter the selection of the product related to the service request, when filtering by a particular category.

Correct Answer: A,C,D

QUESTION 4

Which option describes the automated page presentation for incoming calls?

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

Correct Answer: D

QUESTION 5

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 actions on a service request (SR) that must be completed by a specific time.
- 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 commitments to handle SRs within certain timelines.

Correct Answer: A,C,D

QUESTION 6

Your customer has asked to investigate a possible bug in their Engagement Cloud Knowledge Base. Users are authoring and publishing articles but these articles are not visible to other users even though the visibility for every article is set to all users. What could be causing this behavior?

- A. Authors need to make their articles available in order to set them as favorites, so other users can be notified as the articles are updated.
- B. Articles are available to users only after the application updates the knowledge base search index. This happens at regular intervals and there might be some elapsed time before the search index is updated.
- C. There is a configuration failure in the publishing task. A user provisioned as “Knowledge Manager” must ensure that the “automatic refresh for articles” option is set to “Yes” from the “Manage Administrator Profile Values” task.
- D. Users that want to see immediate updates to articles must have the article in their favorites, so that it is identified as a document of interest and the user will be informed that there has been an update published.

Correct Answer: B

QUESTION 7

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.

Correct Answer: C

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