



Oracle 1D0-1064-26-D

Oracle Fusion Service 2026 Implementation Professional - Delta

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Questions**

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QUESTION: 1

Which two are true characteristics about the lifecycle of a service request?

- Option A : If required, users can manually set the "Closed" status for a service request.
- Option B : Users can reopen a service request when the status is set to "Closed".
- Option C : Users can reopen a service request when the status is set to "Resolved".
- Option D : "Closed" status is set by an automatic job after a specified number of days.
- Option E : "Customer working" is one of the five seeded status types.

Correct Answer: C,D

QUESTION: 2

Your client has noticed that inbound emails from customers are not creating or updating service requests. Which step should they perform to automate it?

- Option A : Adjust the inbound message filters.
- Option B : Enable SVC_SR_INBOUND_EMAIL_AUTO_UPDATE.
- Option C : Adjust permissions on all customer's profiles.
- Option D : Enable SVC_ENABLE_INBOUND_EMAIL_DEFAULT_PROCESSING.

Correct Answer: B

QUESTION: 3

One of your service agents needs a new search filter on his Service Requests' list page. How can the agent achieve this?

- Option A : Add fields from the advanced search functionality.
- Option B : Grant the agent Administrator permissions to add new search filters.
- Option C : Create a new search through the application composer.
- Option D : Create several personalized searches and create them to each other.

Correct Answer: C

QUESTION: 4

Given the entitlement rules below, if a high-severity service request (SR) is created on Thursday at 2 PM, which two options are true? Condition Column Severity = High Calendar = 9AM to 5 PM, Monday - Friday, US EST Resolution Metric = 2880 Resolution Warning Threshold 120 First Response Metric = 360 First Response Warning Threshold

- Option A : Resolution is due on Saturday, 2 PM EST.

- Option B : If no action is taken on the SR, First Response warning will occur on Friday, 9 AM EST.
Option C : First Response is due on Friday, 12 noon EST.
Option D : If the SR is not resolved, Resolution warning will occur on Monday, 12 noon EST.

Correct Answer: B,C

QUESTION: 5

To create a new Survey object, you create a sandbox and set it as active. Which two statements are correct while creating your Survey object in Application Composer?

- Option A : Multiple users cannot use your sandbox at the same time.
Option B : You can set a second sandbox as Active at the same time in order to begin working on another new object.
Option C : Your changes won't be available to any other sandbox or to any application in the mainline application layer until you have published your sandbox.
Option D : Your changes are isolated and do not impact other users' configuration environments or the production environment.

Correct Answer: C,D

QUESTION: 6

If you did not use the Reference Implementation template for your Digital Customer Service (DCS) application, you will _____.

- Option A : not be able to preview your application before you publish it
Option B : have to contact Oracle Support for the permission to deploy your custom DCS application
Option C : be required to map roles so that the Visual Builder Cloud Service role matches the Engagement Cloud role
Option D : be required to create all of your own components for the display of Engagement Cloud objects

Correct Answer: D

QUESTION: 7

Your customer has warned you that non-English speakers are going to get access to articles but all your articles are written in English. Which option allows the customer to address the problem, so that all users can get articles in their native language?

- Option A : Modify the original base locales of the articles to match the target language.
Option B : Deploy the Auto-Translate option on existing articles and turn on the "auto-Translate new articles" feature
Option C : Enable new locales for the languages to be used and provision designated users to translate the articles.

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

Correct Answer: C

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