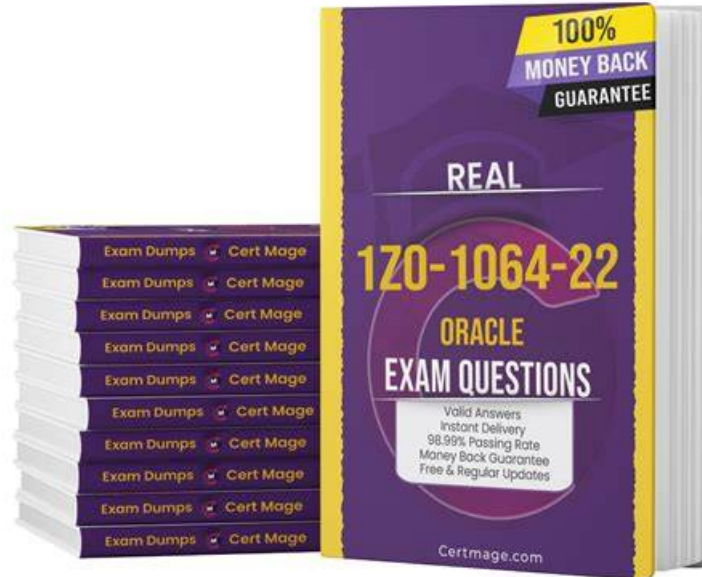


1Z0-1064-26 New Braindumps Ebook - 1Z0-1064-26 Authorized Pdf



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Oracle 1Z0-1064-26 Exam Syllabus Topics:

Section	Objectives
Notifications, Emails, and Interactions	- Notifications and collaboration • 1. Internal collaboration tools • 2. In-app notifications - Email processing • 1. Inbound/outbound email channels • 2. Email templates and interaction tracking
Redwood UX and AI Features	- AI capabilities • 1. Knowledge recommendations • 2. SR classification AI - Redwood interface configuration • 1. Workflow implementation platform • 2. Activities timeline

Managing and Extending Service Requests	- Application Composer extensions • 1. Object workflows • 2. Custom objects and fields • 3. Groovy scripting for business logic - Service Request configuration and lifecycle management • 1. Scheduled processes and automation • 2. Profile options and system configuration • 3. SR outcomes and resolutions • 4. Service catalog and category hierarchy • 5. User and role management
Productivity and Contact Center Tools	- Agent productivity tools • 1. SmartText configuration • 2. Dashboards and analytics • 3. Hotkeys and shortcuts
Data Migration and Integration	- Data import/export • 1. FBDI import • 2. Import Management tool
Computer Telephony Integration (CTI)	- Telephony integration setup • 1. Screen pop functionality • 2. Call flows configuration • 3. Redwood CTI toolbar setup
Customer Entitlements and Action Plans	- Entitlements and SLAs • 1. Coverage and service tiers • 2. Notifications and performance tracking • 3. Milestones and operating calendars - Action Plans • 1. Execution within service requests • 2. Action plan templates
Work Assignment and Routing	- Omnichannel routing • 1. Work starvation prevention • 2. Cross-channel workload distribution - Queues and assignment rules • 1. Agent capacity and availability • 2. Assignment rules based on SR attributes • 3. Queue configuration
Digital Customer Service and Chat	- Digital Customer Service (DCS) • 1. UI themes and branding • 2. Embedding Fusion Service in external apps - Chatbot and automation • 1. Virtual assistant configuration

1Z0-1064-26 Authorized Pdf | Relevant 1Z0-1064-26 Questions

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Oracle Fusion Service 2026 Implementation Professional Sample Questions (Q34-Q39):

NEW QUESTION # 34

Because of capacity issues in your Call Center, you have been asked to modify the number of simultaneous chats that an agent can be assigned from 4 to 2.

Which two steps do you have to follow to limit the channel capacity as required?

- A. In the Qualifying Status Values window, select a status from the No Effect on Workload list and move it to the Adds to Workload list.
- B. Modify the default values in the Capacity fields for the channels.
- C. Select the Manage Capacities task.
- D. In the Work Assignments section, modify the default value in the Capacity field to a new value.

Answer: A,B

NEW QUESTION # 35

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

Answer: A,B,E

NEW QUESTION # 36

Select three correct limits and restrictions when importing data from a file.

- A. Groovy Scripts and object workflows that have been configured for the object being imported are always executed.
- B. By default, the import starts immediately after it is activated.
- C. The maximum number of records in each CSV file should not exceed the maximum limit of 10,000,000 records.
- D. If the values in the imported CSV file contain a new line character, then they must be enclosed within quotation marks.
- E. Both create and update operations are available for imported records.

Answer: A,B,E

NEW QUESTION # 37

Which two options are true about reporting on milestones?

- A. Administrator-defined milestone data is not included in Analytics.
- B. No standard reports on milestones are provided.
- C. Milestone reporting is performed via the CRM Service Request Real-Time subject area.

- Answer: A,D**

Which three steps are required to configure the system to send an email notification when a milestone has reached warning status?

- Answer: A,D,F**

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