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NEW QUESTION: 1

In your company, Oracle Service Cloud has workspaces where there are multiple reports and browser controls embedded for various requirements. You receive a complaint that the initial loading of the workspaces is very slow.

What is the quickest solution to speed up incident workspace loading?

- A. Creating multiple workspaces per business function and assigning to different profiles
- B. Removing fields in the workspaces
- C. Placing objects on different tabs and splitting the loading across multiple tabs
- D. Utilizing workflows and splitting functionality into more than one workspace

Answer: A (LEAVE A REPLY)

NEW QUESTION: 2

Which three statements are true about navigation sets?

- A. Using navigation sets, you can define what quick links can be seen when navigating File > Link.
- B. Using navigation sets, you can configure whether to show the Recent Items navigation pane or not.
- C. Using navigation sets, you can configure whether to show the Home navigation pane or not.
- D. The same navigation set can be set for different interfaces.
- E. Using navigation sets, you can configure which quick search reports can be seen.
- F. Using navigation sets, you can define what new objects can be created by using the File menu.

Answer: (SHOW ANSWER)

NEW QUESTION: 3

Which statement is true about the JavaScript API?

- A. It is available as JavaScript objects and can be exposed through browser controls in a workspace.
- B. It cannot be used in Custom Object workspaces.
- C. It is available when you use the Connect Common Object Model CCOM for API operations.
- D. It comes with in-built exception handling.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 4

Which Oracle Service Cloud capability can assign chats based on language and product skills?

- A. Advanced routing
- B. Business rules
- C. Syndicated chat
- D. Engagement engine

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 5

A customer is using a service level agreement (SLA) to calculate resolution due dates automatically when an SLA instance is added to an incident. What setup is required for resolution due calculations?

- A. Create a custom incident milestones report and add it to a custom incident workspace
- B. Add all the holidays observed by your organization.
- C. Define default response requirements.
- D. Use business rules to automatically calculate dates

Answer: ([SHOW ANSWER](#))

https://docs.oracle.com/cloud/august2017/servicecs_gs/FAMUG/_service.htm#FAMUGai1215329

NEW QUESTION: 6

What are the three different types of pull policy for queues?

- A. Round Robin
- B. Advanced
- C. First Due
- D. Manual
- E. Standard
- F. Strict Priority

Answer: C,D,F ([LEAVE A REPLY](#))

NEW QUESTION: 7

Which statement correctly differentiates between a bulk operation and a batch operation?

- A. A bulk operation performs the same operation on multiple objects, whereas a batch operation performs multiple operations.

- B.** A bulk operation performs the same operation on a single object, whereas a batch operation performs multiple operations on multiple objects.
- C.** A bulk operation performs a single operation, whereas a batch operation performs a single operation on a single object.
- D.** A bulk operation performs multiple operations on the same object, whereas a batch operation perform the same operation on multiple objects.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 8

You want your system to offer a chat invitation to any customer who spends at least two minutes on a specific web page.

What should you use?

- A.** business rules
- B.** proactive chat widget
- C.** configuration settings
- D.** syndicate chat widget

Answer: D (LEAVE A REPLY)

NEW QUESTION: 9

Your customer has asked you to create a report that will need to be sent to the executive management. None of the recipients of this report has access to the system, and the same monthly report needs to be delivered to all recipients. The management team changes frequently, and your customer does not want to alter the report schedule after configuration.

Which two steps must be taken after creating the report?

- A.** Create a schedule record for the report.
- B.** Upgrade the permissions for the report to include the executive team.
- C.** Create and add the distribution list to the schedule.
- D.** Set up staff accounts for the executive team.
- E.** Create a dashboard for the report.
- F.** Send a notification to the executive team that the report is available.

Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 10

An agent tries to open an incident from his or her recent items.

Which three components determine what appears to the agent on opening an incident record?

- A.** Profile functional permissions
- B.** Profile workspace assignment
- C.** Profile navigation assignment
- D.** SLAs
- E.** Configuration settings
- F.** Workspace rules

Answer: A,B,C ([LEAVE A REPLY](#))

NEW QUESTION: 11

A company wants to include the company logo and contact details in its outbound email communications.

Where should this be configured?

- A. Admin HTML Editor
- B. Contact HTML Editor
- C. Quote template
- D. Global template

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 12

Which setup sequence is used to give permissions to an individual to access an application?

- A. Staff Account > Profile > Navigation set
- B. Navigation set > Profile > Staff Account
- C. Profile > Navigation set > Staff Account
- D. None. No sequence is required.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 13

Which two events can trigger Custom Process Models?

- A. onSaveComplete
- B. Create
- C. Update
- D. Refresh
- E. Load

Answer: B,C ([LEAVE A REPLY](#))

NEW QUESTION: 14

Which three events are available with the JavaScript API?

- A. onsaveclose ()
- B. onbeforesave ()
- C. enclose ()
- D. ondataupdated()
- E. aftersave()
- F. onrefresh()

Answer: B,C,D ([LEAVE A REPLY](#))

NEW QUESTION: 15

Which two are non-CRUD operations?

- A. RNOBJECT[] = Binding.Create(RNOBJECT[] Objects, CreateProcessingOptions Options);
- B. ResetContactPasswordResponseMsg = Binding.ResetContactPassword(ID ContactID);
- C. ReturnRawResult, bool DisableMTOM, out byte[] FileData);RNOBJECT[] rnObjects = _client.Get(clientInfoHeader, objects, options);
- D. CSVTableSet = Binding.QueryCSV(string Query, int PageSize, string Delimiter, bool
- E. UpdateResponseMsg = Binding.Update(RNOBJECT[] Objects, UpdateProcessingOptions ProcessingOptions);
- F. CSVTableSet results = RunAnalyticsReport(AnalyticsReport ReportObject, int Limit, int Start, string Delimiter, bool ReturnRawResult, bool DisableMTOM, out byte[] FileData);

Answer: D,F (LEAVE A REPLY)

NEW QUESTION: 16

Which option should you use to create or configure queues?

- A. Configuration > Application Appearance > Customizable Menus > System Menus
- B. Configuration > Site Configuration > Message Bases
- C. Configuration > Application Appearance > Customizable Menus > Custom Menus
- D. Configuration > Site Configuration > Configuration Settings

Answer: A (LEAVE A REPLY)

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NEW QUESTION: 17

Your customer has designed a guide to explain in detail to end users how to apply for a career guidance program. The customer wants this guide to be placed on the Customer Portal pages and a survey to be opened when an option in this guide is selected.

Which survey type would you use?

- A. Broadcast survey
- B. Transactional survey in rules
- C. Website link survey
- D. Polling survey

Answer: C (LEAVE A REPLY)

NEW QUESTION: 18

Which three statements are true about Service Level Agreements?

- A. They enable you to specify the duration for which an incident can be kept in waiting status.
- B. They enable you to set a timeline for an agent to respond to an incident.
- C. They enable you to restrict what agents can view as part of navigation on the console.
- D. They enable you to restrict the number of incidents raised by end users through various channels.
- E. They enable you to restrict the knowledge articles that are viewed by end users in the Customer Portal.
- F. They enable you to set the reports that are visible to an agent.

Answer: A,B,E ([LEAVE A REPLY](#))

NEW QUESTION: 19

You are working on complete service delivery transformation for your customer to streamline the contact center training program. As a cost cutting measure, your customer wants the new customer service representatives to be ready to start work within 5 days instead of 30 days. The customer is also particular that the quality of service delivery should not be compromised. What are the two options that you would suggest to streamline this contact center training program?

- A. Intent guide
- B. Custom process model
- C. Guided assistance
- D. Agent scripts
- E. Business rules

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 20

How frequently does Oracle release a new version of a product?

- A. Once in three months
- B. Once in six months
- C. Once in four months
- D. Every month

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 21

Which two statements are true about safe mode in relation to add-ins?

- A. It allows an agent desktop to log in to the application with local add-in files.
- B. It is enabled automatically if the previous shutdown of the agent desktop application did not happen normally.
- C. It allows an agent desktop to log in to the application without any add-ins.
- D. It is a profile setting that must be enabled for a profile.
- E. It is a setting that must be enabled at the interface level.

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 22

Which two statements are true about mailboxes?

- A. Mails sent out from Oracle Service Cloud will always have custhelp.com in the email address.
- B. Techmail is responsible for pulling emails from single or multiple mailboxes.
- C. The Techmail utility is responsible for creating incidents when an email is sent to the Service Cloud mailbox.
- D. The Dbtstatus utility is responsible for having incidents created after an email is sent to the Service Cloud mailbox.
- E. Outreach mailing uses a mailbox that is configured for processing emails between customers and agents.

Answer: B,C ([LEAVE A REPLY](#))

NEW QUESTION: 23

You make some changes to a message template.

Which statement is true about applying this change across multiple interfaces?

- A. You need to copy and paste the source code across the multiple interfaces.
- B. You need to use the export and import option.
- C. The change is reflected across all interfaces by default.
- D. You need to re-create the message template across the multiple interfaces.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 24

For which three reasons should you recommend using workflows?

- A. They promote efficiency.
- B. They help customers find relevant knowledge answers.
- C. They can sort incidents raised by a contact.
- D. They reduce human error.
- E. They guide agents through complex customer interactions and data updates.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 25

You have a requirement where there is a need for frequent change in address and phone numbers. Which two actions would you perform?

- A. Update variables with the changed address and phone numbers.
- B. Create variables with the current address and phone numbers.
- C. Update the standard text with the changed address and phone numbers.
- D. Create the standard text with the current address and phone numbers.
- E. Update custom fields with the changed address and phone numbers.
- F. Create custom fields for the address and phone numbers.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 26

Which three elements are available for workflow design on the Insert ribbon?

- A. Terminate
- B. Decision
- C. Set Fields
- D. Restart
- E. Return

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 27

Which four statements are true about incident rules?

- A. A catch-all escalation action has no impact on incident rules.
- B. All incident rules should have an action to transit from the initial state to another state.
- C. Incident rules should have a minimum of two rule states.
- D. A catch-all rule has no impact on incident rules.
- E. Incident rules should have one rule state.
- F. Queues, staff accounts, custom fields, and profiles must be functioning before rules can be built based on them.
- G. A catch-all incident rule should be typically at the bottom of the rules listed in the initial state.

Answer: B,E,F,G ([LEAVE A REPLY](#))

NEW QUESTION: 28

Your customer has created a new script and deployed it to the agents in the call center within incident workflows. However, the script hangs on execution.

Identify two reasons for this.

- A. No exit or finished event is being triggered on the script pages.
- B. No return events are listed in the incident workflow for the script to use.
- C. The agents are not able to get to the pages where they can end the script.
- D. The script beginning and ending buttons are not enabled for the script pages.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 29

Your customer has "Gold" level SLAs being applied to certain organizations according to organization rules.

After six months, the business decides to change the response time: instead of responding in 24 hours your agents need to respond within eight business hours.

You modify the "Gold" SLA to reflect this change but you notice that the SLA reports are still using a 24-hour response time.

Based on this scenario, which statement is correct?

- A. You have not activated the rules so the updated SLAs are not being applied.

- B. The SLA reports will need to be modified to use the new SLA.
- C. Your site has been corrupted with the "Gold" SLA.
- D. Updating the SLA will not automatically update the organization's SLA instance.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 30

You have a requirement for an incident workspace where clicking a kind of text hyperlink should open a browser window by using the third-party URL of the loaded client. You want to implement this by using add-ins.

Which add-in should you create?

- A. Report Command
- B. Workspace Ribbon
- C. Global Ribbon
- D. Content Pane
- E. Workspace

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 31

Which two REST API calls can be used to retrieve account information with ID 3?

- A. <https://yoursite.domain/services/rest/connect/latest/accounts/3>
- B. <https://yoursite.domain/services/rest/connect/v1.3/accounts/ID/3>
- C. https://yoursite.domain/services/rest/connect/v1.3/accounts_ID/3
- D. https://yoursite.domain/services/rest/connect/latest/accounts_ID/3
- E. <https://yoursite.domain/services/rest/connect/latest/accounts/ID/3>
- F. <https://yoursite.domain/services/rest/connect/v1.3/accounts/3>

Answer: E,F ([LEAVE A REPLY](#))

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NEW QUESTION: 32

You find that the chat agent is not receiving chat messages, even though the agent is logged in. Which two actions can help resolve this problem?

- A. Deselecting the Pull Chat check box in the agent's profile
- B. Configuring advanced routing

- C. Requesting Chat from File > Options > View Options
- D. Fixing the chat workspace
- E. Clicking Request Chat on the Live Media bar

Answer: D,E ([LEAVE A REPLY](#))

NEW QUESTION: 33

Your customer has asked you to create a report that shows all the incident should show the following columns:

1. The number of incidents opened in the past month
2. The number of incidents opened in the past week
3. The number of incidents opened in the past day

Which two functions are needed in the expressions to create the three columns?

- A. SUM
- B. DECODE
- C. IF
- D. AVG
- E. NVL

Answer: A,B,E ([LEAVE A REPLY](#))

NEW QUESTION: 34

A customer wants to change the following text on the receipt and ask submit page:

"Thanks for submitting your question. Use this reference number for follow up:#120728-000001

A member of our support team will get back to you soon.

If you need to update your question and you already have an account, log in, click the Your Account tab, and select the question to open and update it." Which two actions will allow you to identify the correct message base item if you did not know which message base you need to edit? (Choose two.)

- A. Look for the message in the receipt email body.
- B. Identify the customer portal page that includes the text you want to change and identify the message base from within the code.
- C. Run a message base report and search for the text string you want to change.
- D. Submit an incident to customer care.

Answer: ([SHOW ANSWER](#))

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