

Oracle.1Z0-1038-21.v2022-04-02.q34

Exam Code:	1Z0-1038-21
Exam Name:	Oracle Service Center 2021 Implementation Essentials
Certification Provider:	Oracle
Free Question Number:	34
Version:	v2022-04-02
# of views:	975
# of Questions views:	340
https://www.freeqas.com/qa/Oracle/1Z0-1038-21/Oracle.1Z0-1038-21.v2022-04-02.q34.html	

NEW QUESTION: 1

A contact center supervisor wants to assign an incident to an agent, A1. However, the supervisor finds that A1 is not available in the Assigned drop-down list in the incident workspace.

What could be the reason?

- A. The profile to which the agent is assigned does not have a navigation set assigned.
- B. The profile to which the agent is assigned does not have the Interface Access checkbox selected.
- C. The profile to which the agent is assigned does not have the incident workspace assigned.
- D. The profile to which the agent is assigned does not have the Incident Read option selected on the Permissions > Services tab.
- E. The profile to which the agent is assigned does not have to appear in the Menu option selected on the Services tab.

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

NEW QUESTION: 2

A customer has made some modifications to navigation sets, but agents are not able to see the changes in the console. Which action must you take to ensure the changes reflect in the agent login?

- A. Ask the agent to log in to the application again.
- B. Select the Reset Navigation Set to Profile Default option.
- C. Remove the existing navigation sets and reassign them.
- D. Check the agent profile for whether the appropriate navigation

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 3

You are creating custom fields and enter a column name. However, you receive an error when you try to save it.

Identify three reasons for this.

- A. The column name contains a space.
- B. The column name contains a punctuation.
- C. The column name starts with a number.
- D. The column name contains an underscore.
- E. The column name contains a dollar symbol.
- F. The column name starts with a lowercase alphabet.

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

NEW QUESTION: 4

Your customer wants to display customized branding information in the login window. Which two options can be used?

- A. Use the LOGIN_SECURITY_URL, configuration setting, which specifies the URL that is used to display content in the content pane of the login page.
- B. Use the BRAND_WELCOME_MSG configuration setting, which specifies the welcome message that is displayed on the login page.
- C. Use the LOGIN_SECURITY_MSG configuration setting, which specifies the welcome message that is displayed on the login page.
- D. Use the BRAND_CONTENT_URL configuration setting, which specifies the URL that is used to display content in the content pane of the login page.

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

NEW QUESTION: 5

You make some changes to your message template and deploy it globally, but the deployed status continues to show as pending.

What would you do to resolve this?

- A. Save the deployment.
- B. Accept the changes.
- C. Enable the global template.
- D. Validate the template.

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

NEW QUESTION: 6

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. Website link survey
- B. Broadcast survey

- C. Polling survey
- D. Transactional survey in rules

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

NEW QUESTION: 7

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
- C. Content Pane
- D. Workspace Ribbon
- E. Global Ribbon

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

NEW QUESTION: 8

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

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

NEW QUESTION: 9

Which two statements are true about the Organization object in Service Cloud?

- A. It has a one-to-one relation with contacts.
- B. It is required to create an incident.
- C. It can be associated with incidents directly.
- D. It has a one-to-many relation with contacts.
- E. It is widely used in Business-to-Business scenarios.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 10

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 11

Which three statements are true about headers of custom process models?

- A. They list only the events that are supported by the code implementation.
- B. They contain the version number of the Connect Common Object Model.
- C. They contain the version number of the PHP script.
- D. They contain standard objects only.
- E. They contain all possible events with the objects.
- F. The header section needs to be uncommented during testing.
- G. The header section is always commented.

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

NEW QUESTION: 12

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 /latest/accounts_ID/3`
- C. `https://yoursite.domain/services/rest/connect /v1.3/accounts_ID/3`
- D. `https://yoursite.domain/services/rest/connect /v1.3/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: ([SHOW ANSWER](#))

NEW QUESTION: 13

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

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

NEW QUESTION: 14

Which two are non-CRUD operations?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 15

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

Where should this be configured?

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

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

NEW QUESTION: 16

Which three events are available with the JavaScript API?

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

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

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NEW QUESTION: 17

A customer is unable to see a record in the audit log after running a report. What could be the reason for this?

- A. the Filters settings of the report
- B. the permissions of the report
- C. the Expanded Report Audit Log from the Reports Explorer
- D. the Purge settings in the database

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

NEW QUESTION: 18

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. SLAs
- B. Profile functionalpermissions
- C. Profile navigation assignment
- D. Configuration settings
- E. Workspace rules
- F. Profile workspace assignment

Answer: (SHOW ANSWER)

NEW QUESTION: 19

Which two statements are true about a disposition?

- A. It helps to identify the root cause of an incident.
- B. It can be linked to categories.
- C. It can be made visible on the Customer Portal.
- D. It can be set to a maximum depth of three in hierarchy levels.
- E. It can be linked to products.

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

NEW QUESTION: 20

Your customer wants its agents to be able to pull chats from the wait queue. Which two actions should you perform?

- A. Configure advanced routing.
- B. Select the Chat check box that is associated with an agent's staff account.
- C. Enable the engagement engine.
- D. Selectthe Pull Chat check box in the chat profile.
- E. Select the corresponding pull policy.

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

NEW QUESTION: 21

When a new customer submits an incident via email, they get a message with a user ID and password, similar to the content below:

An account has been created for you with the following User ID and Password:

User ID: emailaddress@domain.com

Password: o2UdlJ8d

An agent wants to disable the message being sent when a customer submits an incident via email.

Which option must be enabled to achieve this?

- A. EGW_PASSWD_CREATE
- B. EGW_SEND_EMAIL_HEADERS
- C. EGW_UPDATE_BY_CREATE
- D. EGM_ENABLED
- E. EGW_PASSWORD_UPDATE_ENABLED

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

NEW QUESTION: 22

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

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

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

NEW QUESTION: 23

Which three features can be configured in advanced routing?

- A. Skill time
- B. Queue prioritization
- C. Queue segregation
- D. Queue limit
- E. Skill relaxation
- F. Queue overflow

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

NEW QUESTION: 24

A customer is using a service level agreement (SLA) to calculate resolution due dates automatically when an SLAinstance 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: A ([LEAVE A REPLY](#))

Explanation

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

NEW QUESTION: 25

Which is an invalid data type?

- A. Text area
- B. Date/time
- C. Integer
- D. Radio
- E. Text field
- F. Float
- G. Menu

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

NEW QUESTION: 26

An agent is assigned a profile PI that is configured with three incident queues: q1, q2, and q3, and the pull policy is set to Manual. Which statement is true?

- A. Agents cannot use the Fill Inbox functionality because the pull policy is manual.
- B. Agents will get incidents only from the q1 queue.
- C. Agents with the Manual pull policy will get only incidents that are assigned by their supervisor.
- D. Agents can use the Fill Inbox functionality to select any of the three queues.

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

NEW QUESTION: 27

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

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

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

NEW QUESTION: 28

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

- A. Create the standard text with the current address and phone numbers.
- B. Create variables with the current address and phone numbers.
- C. Update customfields with the changed address and phone numbers.

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 29

You make some changes to a message template.

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

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

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

NEW QUESTION: 30

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

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

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

NEW QUESTION: 31

Your customer would like to send a communication about a product that is applicable only to its user base in the USA.

Which three actions should you perform?

- A. Add the segment in step (d) to the Audience tab in the Included section.
- B. Create a broadcast survey.
- C. Add the report in step (c) to the Audience tab in the Included section.
- D. Create a transactional survey.
- E. Create a segment of contacts whose contact home country is USA.
- F. Create a report of contacts whose contact home

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 32

What would you use for repetitive text with a single point of maintenance for any changes to the text?

- A. Variable
- B. Merge field
- C. Custom object field
- D. Custom field

Answer: (SHOW ANSWER)

NEW QUESTION: 33

Which three statements are true about Service Level Agreements?

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

Answer: C,E,F (LEAVE A REPLY)

NEW QUESTION: 34

You have a requirement to purge Incidents where the Incidents have not been updated in the last 30 days using Data Lifecycle Management. What are the two steps you should do to define a report containing criteria used to purge the records?

- A. Do not set the deferred execution option
- B. Set the option to allow switching of data
- C. Remove Primary keys from all tables used in the report
- D. Add default values to runtime filters if used in the report
- E. Use runtime filters in preference to fixed filters
- F. Use a drilldown level to filter the top level

Answer: C,D (LEAVE A REPLY)

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