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QUESTION NO: 1

A customer is trying to import guides and a definition file from another interface and receives an error: "The response node cannot be added as it would exceed the maximum amount of 2048 response nodes the guide can have.

What action must be taken to fix this?

- A. Navigate to one of the superior nodes and remove most of the nodes, keeping the same unique identifier.
- B. Make sure guided assistance is enabled in another interface.
- C. Make sure the guide definition file does not include any hash value while importing it.
- D. Increase the maximum number of response nodes in the configuration.

ANSWER: A

QUESTION NO: 2

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

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

ANSWER: B

QUESTION NO: 3

In which two scenarios would you use multiple interfaces?

- A. When you need multiple channels enabled such as email, chat, and web self-service
- B. When new business processes need to be supported other than the standard contact center
- C. When multiple languages need to be supported
- D. When your portal needs the support of different channels for login
- E. When your business operates in different lines of business

ANSWER: C E

QUESTION NO: 4

Examine these functions:

f1- apply() f2 - setup(), f3 - validate(), f4 - cleanup(), f5- fetchObject()

What is the correct sequence of execution of these functions during custom processes testing?

- A. f2, f5, f3, f1, f4
- B. f1, f2, f5, f3, f4
- C. f5, f2, f3, f4, f1
- D. f2, f5, f1, f3, f4
- E. f1, f2, f4, f3, f5

ANSWER: A

QUESTION NO: 5

Which two statements are true about Oracle Service Cloud accelerators?

- A. Oracle provides support for all accelerators.
- B. They are complete plug-and-play tools that can be used with Oracle Service Cloud in any client environment free of cost.
- C. They are code samples to show how integrations can be built by using the public integration capabilities of Oracle Service Cloud.
- D. The source files for all listed accelerators are available for download.
- E. They are available at <http://www.oracle.com/technetwork>.

ANSWER: B C

QUESTION NO: 6

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 can use the Fill Inbox functionality to select any of the three queues.
- 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 cannot use the Fill Inbox functionality because the pull policy is manual.

ANSWER: A

QUESTION NO: 7

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

ANSWER: A D

QUESTION NO: 8

Your customer wants an incident survey to be reopened automatically if it does not meet the minimum score.

Which three actions should you perform to meet this requirement?

- A. Assign scores to the survey questions and set the status field based on the responses.
- B. Schedule the survey on a daily basis.
- C. Create a transactional survey.
- D. Write a business rule to reopen the case.
- E. Create a report for the survey scores.
- F. Create a polling survey.

ANSWER: A C D

QUESTION NO: 9

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

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

E. Restart

ANSWER: A B E

QUESTION NO: 10

You want to ensure that some specific content in messages can be hidden for some messages. What would you use to meet this requirement?

- A. Incident thread fields
- B. Merge fields
- C. Conditional fields
- D. Custom fields

ANSWER: C