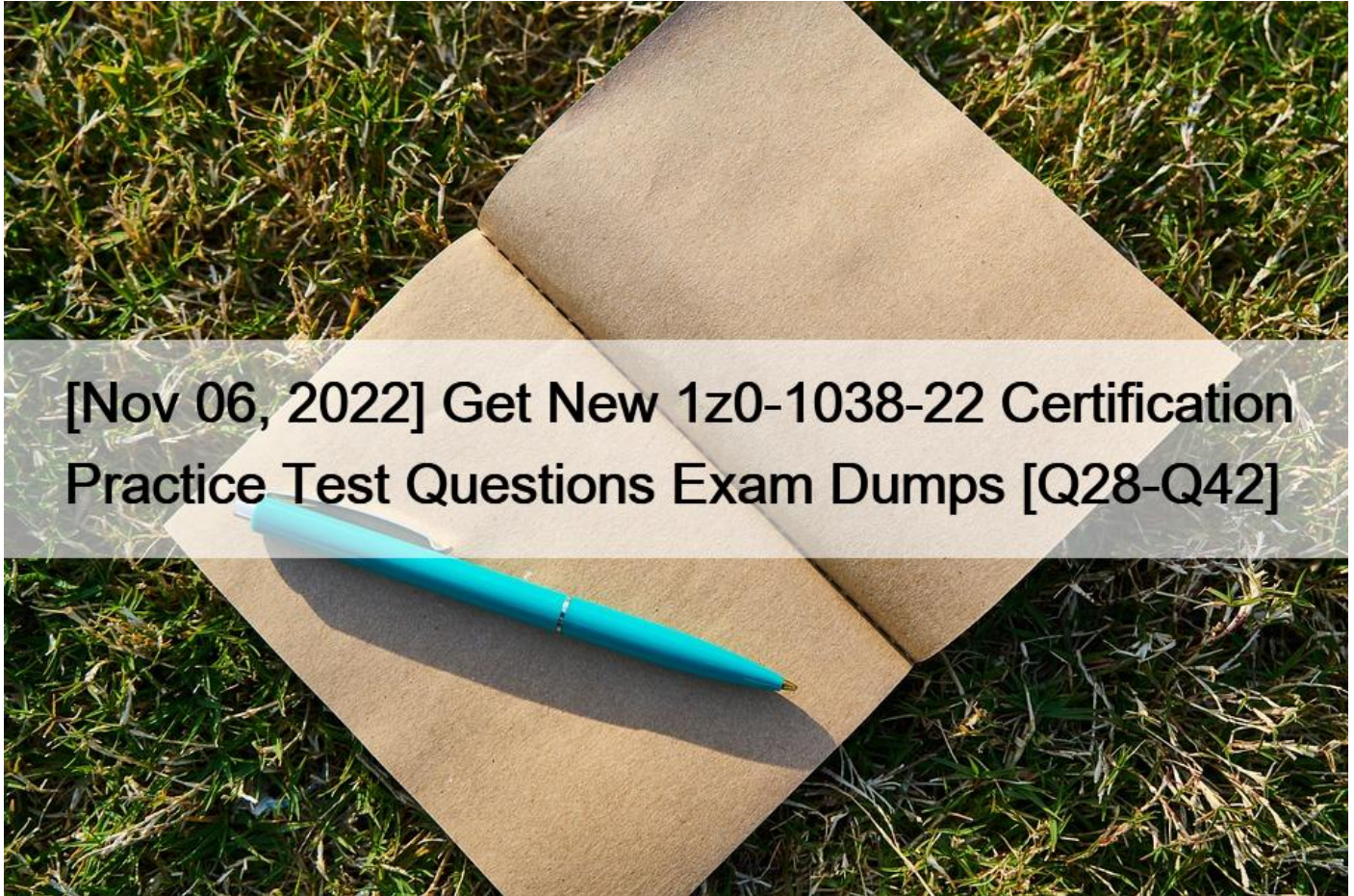


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QUESTION 28

Your customer specifies five requirements.

Which three requirements can be fulfilled by using workflows?

- * If a contact record does not exist, creating a contact record as captured by an agent from customers
- * If a contact record exists, loading details from the contact found in the incident workspace
- * Allowing an agent to exit any script in the workflow, go to the workspace, and return to the same script page that the agent had exited earlier
- * Capturing all incident-associated CO data from customers
- * Allowing an agent to switch between workspaces by clicking the "Select Workspace" button

QUESTION 29

How many rows can be returned by a tabular query?

- * Unlimited
- * 100000
- * 100
- * 10000
- * 1000

QUESTION 30

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?

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

QUESTION 31

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?

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

QUESTION 32

Which two statements are true about a disposition?

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

QUESTION 33

Which two statements are true when working with add-ins in a Custom Object workspace?

- * It is not possible to automate anything by using an add-in framework in a Custom Object workspace.
- * IGenericObject is the interface that is available with the add-in API for custom objects.
- * IGenericObject is the interface that is available with the Connect Common Object Model (CCOM) API for custom objects.
- * Using the record context, you can obtain an instance of a custom object by passing the package name and object name.
- * You cannot obtain a custom object instance directly by using the add-in API. You need to use the Connect web service for SOAP again for the, same.

QUESTION 34

Which three statements are true about Service Level Agreements?

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

QUESTION 35

How can you enable add-ins to run locally without uploading it to the server?

- * Configuration > Staff Management > Profiles > Required Profile > Interfaces tab, Addin tab > Select Developer Mode.
- * Configuration > Staff Management > Profiles > Required Profile > Select Developer Mode.
- * Configuration > Site Configuration > Addin Manager > Required Profile > Select Developer Mode.
- * Configuration > Site Configuration > Addin Manager > Required Profile > Interfaces > Select Developer Mode.

QUESTION 36

Which option should you use to create or configure queues?

- * Configuration > Application Appearance > Customizable Menus > System Menus
- * Configuration > Application Appearance > Customizable Menus > Custom Menus
- * Configuration > Site Configuration > Message Bases
- * Configuration > Site Configuration > Configuration Settings

QUESTION 37

A malfunctioning add-in can prevent the Service Console from functioning properly. It can also block administrators from logging in to the system to remove the malfunctioning add-in. Which two actions will remove the malfunctioning add-in?

- * View the add-in's log files and rectify the issue.
- * Log out of the interface and log in again.
- * Use Safe mode when logging in to the application.
- * Exit the administration interface without completing the normal logout process.

QUESTION 38

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?

- * Content Pane
- * Workspace
- * Report Command
- * Workspace Ribbon
- * Global Ribbon

QUESTION 39

Which five actions should you perform to configure advanced routing?

- * Configure collaboration with external users who are not agent desktop users.

- * Add product and category fields to the Live Help page of the Customer Portal.
- * Create and activate a rule to route incidents to the advanced routing incident queue.
- * Add Access Control to a navigation set.
- * Define products and categories.
- * Assign guided assistance permission to a profile.
- * Assign advanced routing permissions to a profile.
- * Create an advanced routing incident queue.

QUESTION 40

Which two statements are true about Oracle Service Cloud accelerators?

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

QUESTION 41

Which four statements are true about reports?

- * Published reports can be modified.
- * All the permissions from an imported report remain unchanged after an export.
- * Reports are not common across the interface.
- * Reports must be exported manually in all interfaces.
- * Reports are shared between interfaces.
- * The owner of a report remains the same even if the report is imported by some other user.
- * After a report is published, the report data remains unchanged even as the knowledge base is updated.

QUESTION 42

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

- * Once in four months
- * Once in six months
- * Once in three months
- * Every month

Oracle 1z0-1038-22 Exam Syllabus Topics:

TopicDetailsTopic 1- Set Up Navigation, Permissions and User Accounts- Describe standard text and variablesTopic 2- Service Console Core Features and Access- Generate outreach and feedbackTopic 3- Configure Service Level Agreements- Explain configuration settingsTopic 4- Implement user Interface modifications and automation (workspaces)- Explain B2C Service products and servicesTopic 5- Processes between Customers and Agents- Describe Core Business ObjectsTopic 6- Create

workspaces for the Browser User Interface- Perform an initial setup and set up the Service Console
Topic 7- Create queues, assignments, and standard application menus- Configure Products, Categories, and Dispositions

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