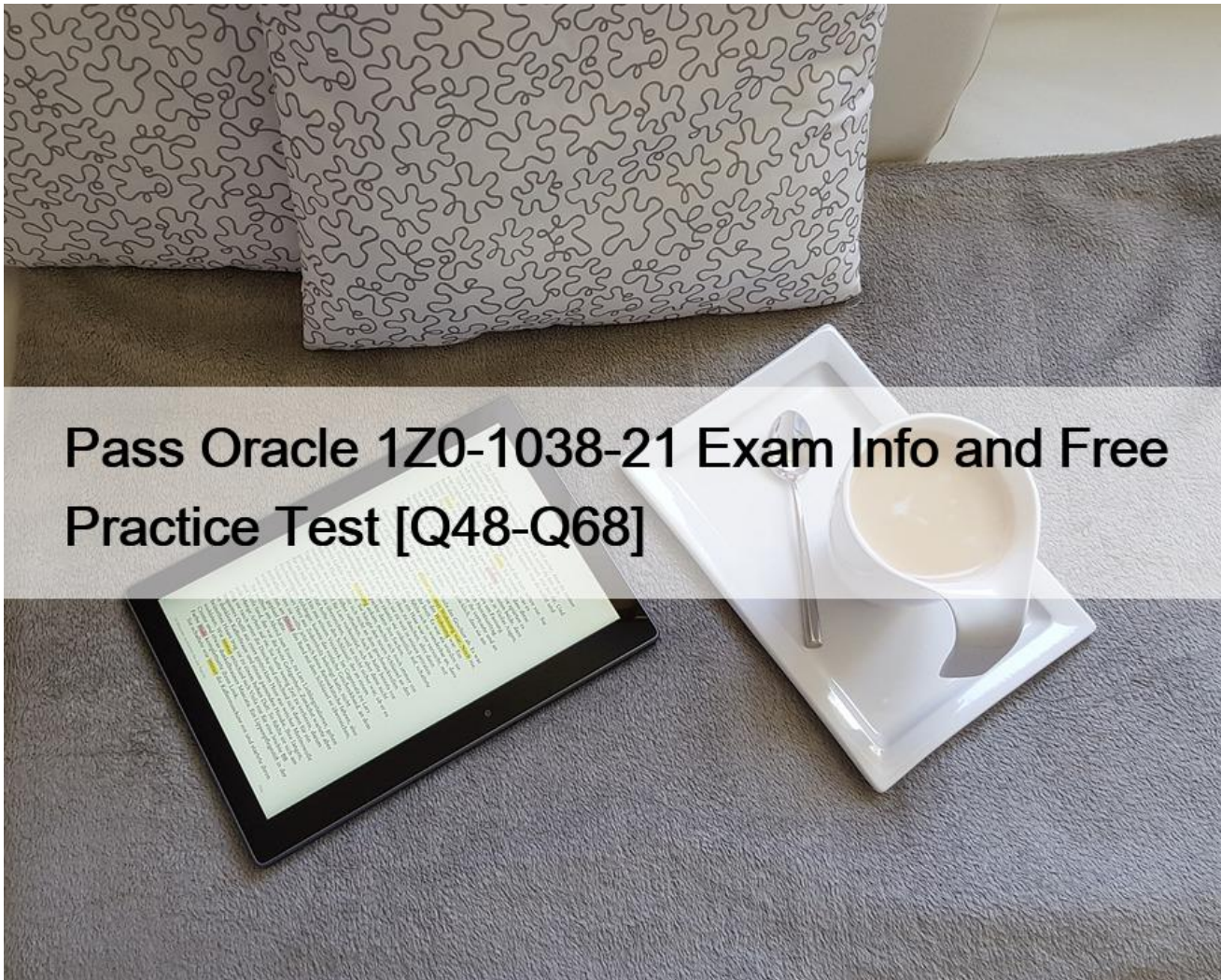


## Pass Oracle 1Z0-1038-21 Exam Info and Free Practice Test [Q48-Q68]



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### NEW QUESTION 48

A customer is trying to use Element Manager to import and add-ins and receives this error:

&#8220;This package cannot beprocessed.&#8221;

What is the reason for this error?

- \* Check if the exported file was generated by a product version that is older than the existing product version.
- \* The hash value during import doesn't match the hash declared at the end of the file.
- \* The Browser User Interface (BUI) workspace is not using the standard workspace.
- \* Element Manager does not support the import and export of workspaces with custom workspace ribbon add-ins.

### NEW QUESTION 49

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?

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

### NEW QUESTION 50

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?

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

### NEW QUESTION 51

Which four types are used by incident queues?

- \* FIFO
- \* Round Robin (Logged In)
- \* LIFO
- \* Quick
- \* Round Robin (All)
- \* Standard
- \* Advanced Routing

### NEW QUESTION 52

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.

### NEW QUESTION 53

Which two statements are true about linking products, categories, and dispositions?

- \* Product-category linking restricts customers from searching on the Customer Portal.
- \* A leaf product's links are inherited from its parent product.
- \* Links can be created only between the parent levels of products, categories, and dispositions.
- \* Product-category linking is independent of product-disposition linking.
- \* Links can be automatically created to categories and dispositions based on answers to incidents.

### NEW QUESTION 54

Which six actions initiate the business rules engine to run their configured logic?

- \* An agent edits contacts, incidents, organizations, or tasks.
- \* A customer creates an incident in the end user portal.
- \* A customer updates contact details via the end-user pages.
- \* The rules engine is updated.
- \* A customer adds more information to their incident via the end-user pages.
- \* An agent creates or edits an answer.
- \* An administrator compiles the rules engine.
- \* An agent views the rule log.
- \* An agent edits an opportunity.
- \* An agent runs an incident report.

### NEW QUESTION 55

Which three requirements can be implemented by using workspace rules?

- \* Triggering escalation mails to the manager after the escalation time is over
- \* Dynamically setting the URL for browser control
- \* Calling a CPM script
- \* Calling an add-in
- \* Prompting a customer care executive to dynamically open a guide

### NEW QUESTION 56

In which two scenarios would you use multiple interfaces?

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

### NEW QUESTION 57

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?

- \* Configuration settings
- \* Workspace rules
- \* SLAs
- \* Profile functional permissions
- \* Profile navigation assignment
- \* Profile workspace assignment

### NEW QUESTION 58

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?

- \* NVL
- \* AVG
- \* DECODE
- \* SUM
- \* IF

### NEW QUESTION 59

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?

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

### NEW QUESTION 60

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.

### NEW QUESTION 61

Which two statements are true about generic objects?

- \* They belong to a stand-alone class that is not derived from an RN object.
- \* They are used when working with custom objects only.
- \* They can be used with standard objects.
- \* They automatically consider a package to consist of custom objects.
- \* They require the type of data to be set dynamically.

### NEW QUESTION 62

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

### NEW QUESTION 63

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

- \* Select the corresponding pull policy.
- \* Select the Pull Chat check box in the chat profile.
- \* Select the Chat check box that is associated with an agent's staff account.
- \* Configure advanced routing.
- \* Enable the engagement engine.

#### NEW QUESTION 64

Which six actions can have a null value?

- \* Set SLAs
- \* Set Agent
- \* Set Assigned
- \* Set Mailbox
- \* Set Status
- \* Set Fields
- \* Set Product
- \* Set Category
- \* Set Queue
- \* Set Disposition

#### NEW QUESTION 65

Which three functions are not part of the math group of functions?

- \* lower
- \* to\_number
- \* rand
- \* round
- \* power
- \* floor
- \* length
- \* bitand
- \* ceiling
- \* truncate

#### NEW QUESTION 66

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

- \* Navigation set > Profile > Staff Account
- \* Profile > Navigation set > Staff Account
- \* Staff Account > Profile > Navigation set
- \* None. No sequence is required.

#### NEW QUESTION 67

In a contact center setup, there are certain custom objects, such as Asset Repair records, that the contact center agents should be able to update only when the supervisor creates a record for them. The contact center agents should not be allowed to perform creation and deletion operations.

How can this be done?

- \* by creating the Contact Center Agents profile and under Permissions > Service tab, selecting appropriate permissions for the custom object
- \* by creating the Contact CenterAgents profile and under Analytics, selecting relevant permissions so that the appropriate reports on the navigation pane will have the necessary actions
- \* by creating the Contact Center Agents profile and under the Permissions > Custom Object tab, selecting appropriate permissions for the custom object
- \* by configuring settings at the time of creation of the custom object

### **NEW QUESTION 68**

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?

- \* configuration settings
- \* business rules
- \* proactive chat widget
- \* syndicate chat widget

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