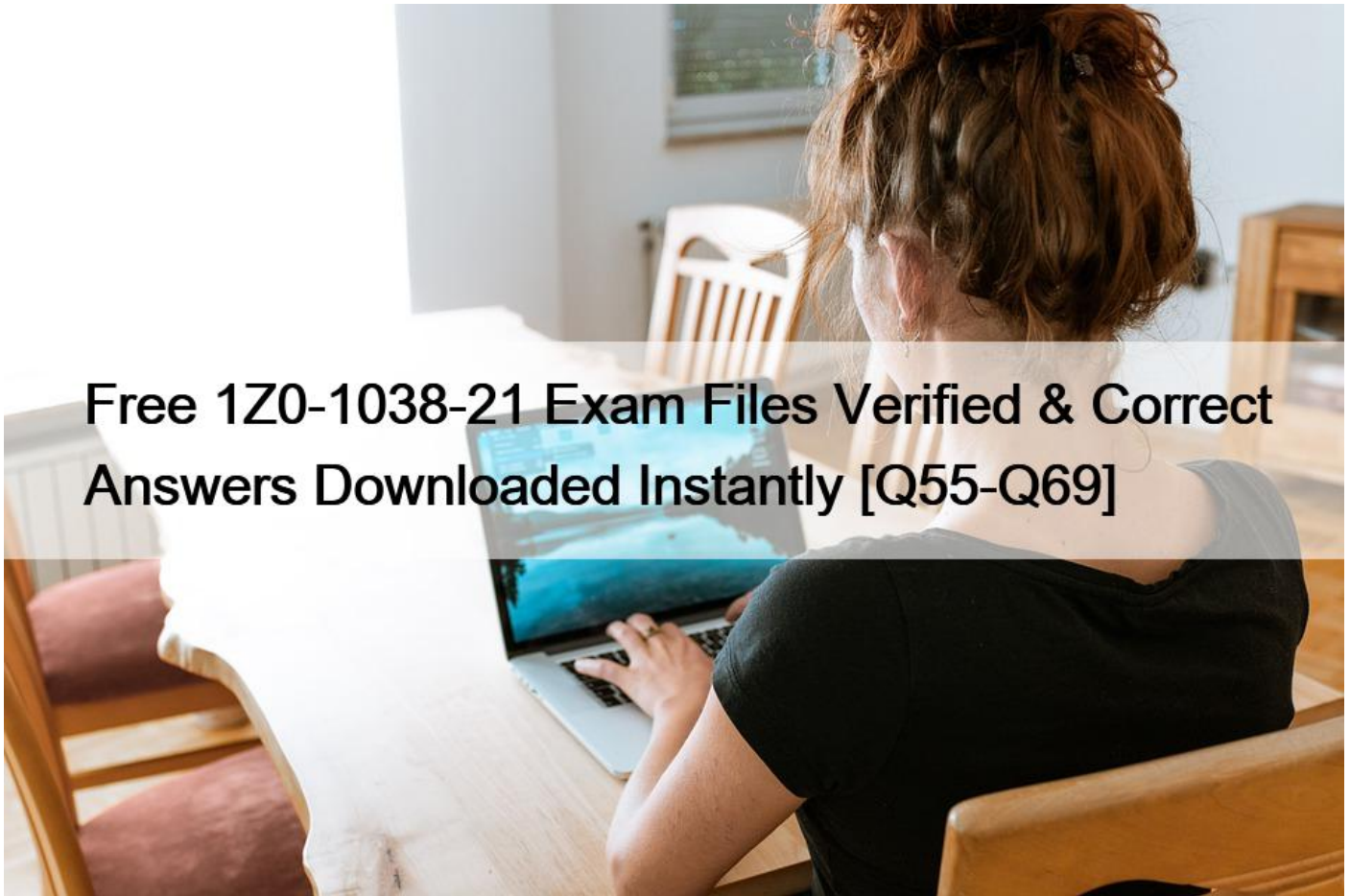


Free 1Z0-1038-21 Exam Files Verified & Correct Answers Downloaded Instantly [Q55-Q69]



Free 1Z0-1038-21 Exam Files Verified & Correct Answers Downloaded Instantly Instant Download 1Z0-1038-21 Dumps Q&As Provide PDF&Test Engine Q55. You make some changes to a message template.

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

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

Q56. 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.

Q57. 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?

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

Q58. What are three required sections for Custom Process Models?

- * Test script
- * Footer
- * Header
- * Code containing custom business logic
- * Test harness
- * Code containing integration with external systems

Q59. Which two REST API calls can be used to retrieve account information with ID 3?

- * <https://yoursite.domain/services/rest/connect/latest/accounts/ID/3>
- * https://yoursite.domain/services/rest/connect/v1.3/accounts_ID/3
- * <https://yoursite.domain/services/rest/connect/latest/accounts/3>
- * https://yoursite.domain/services/rest/connect/latest/accounts_ID/3
- * <https://yoursite.domain/services/rest/connect/v1.3/accounts/3>
- * <https://yoursite.domain/services/rest/connect/v1.3/accounts/ID/3>

Q60. 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

Q61. 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.)

- * Submit an incident to customer care.
- * Look for the message in the receipt email body.
- * Identify the customer portal page that includes the text you want to change and identify the message base from within the code.

- * Run a message base report and search for the text string you want to change.

Q62. 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

Q63. Which two components can be edited in a standard report?

- * Permissions
- * Graphs
- * Column headings
- * Non-selectable filters
- * Schedules
- * Report headings

Q64. A customer is trying to use Element Manager to import and add-ins and receives this error:

“This package cannot beprocessed.”

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.

Q65. Which five practices deliver maximum reporting performance?

- * Using outer joins rather than inner joins when possible
- * Providing default values for runtime filters
- * Providing values for runtime filters
- * Using the like operator instead of the complex expression operator
- * Filtering on standard fields that are indexed
- * Using index custom fields as filters
- * Filtering on simple columns and not on expressions
- * Using the complex expression operator instead of the like operator
- * Using fixed filters whenever possible
- * Filtering on expressions and not on simple columns
- * Configuring many-to-many joins

Q66. 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?

- * Configuring advanced routing
- * Fixing the chat workspace
- * Clicking Request Chat on the Live Media bar

- * Deselecting the Pull Chat check box in the agent's profile
- * Requesting Chat from File > Options > View Options

Q67. The current session expiration is set to 10 minutes but your client wants it to be 60 minutes. Which statement is true?

- * You can change the default value to 60 minutes by using Site Configuration > Session Timeout.
- * You can change the default value to 60 minutes by amending the Site Configuration > Configuration Settings value.
- * Because the system default is 15 minutes, it cannot be changed.
- * You can change the default value to 60 minutes by using File > Options > Session Expiration.

Q68. Which is an invalid data type?

- * Text area
- * Integer
- * Date/time
- * Menu
- * Radio
- * Text field
- * Float

Q69. Which Oracle Service Cloud capability can assign chats based on language and product skills?

- * Advanced routing
- * Business rules
- * Syndicated chat
- * Engagement engine

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