Oracle

1Z0-1038-20 Exam

Oracle Service Center 2020 Implementation Essentials Exam

Questions & Answers
Demo

Question: 1

How many rows can be returned by a tabular query?

A. Unlimited

B. 100000

C. 100

D. 10000

E. 1000

Correct Answer: E

Question: 2

Which four types are used by incidents queues?

A. FIFO

B. Round Robin (Logged In)

C. LIFO

D. Quick

E. Round Robin (All)

F. Standard

G. Advanced Routing

Correct Answer: B E F G

Question: 3

A client requires you to set up chat and email as unlimited for an SLA. What must you do?

A. Enter zero as the initial value for both fields.

B. Leave both the chat and email fields limit as blank.

C. Use the default values.

D. Enter the value "Unlimited" in the chat and email fields.

Question: 4

Which six actions can have a null value?

A. Set SLAs

B. Set Agent

C. Set Assigned

D. Set Mailbox

E. Set Status

F. Set Fields

G. Set Product

H. Set Category

I. Set Queue

J. Set Disposition

Question: 5

A customer has defined Service Intervals at the interface level (Response Requirements) as Monday to Friday (10-17 hours) and at the SLA LI level as Monday to Saturday (10-18 hours) with a response time of 6 hours. An incident arrives on Friday at 7 PM and is applied to the SLA LI instance.

What is the response due time?

A. Saturday 6 PM

B. Saturday 4 PM

C. Monday 10 AM

D. Tuesday 11 AM

Correct Answer: B

Question: 6

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

A. Configuration > Staff Management > Profiles > Required Profile > Interfaces tab, Addin tab > Select Developer Mode.

B. Configuration > Staff Management > Profiles > Required Profile > Select Developer Mode.

C. Configuration > Site Configuration > Addin Manager > Required Profile > Select Developer Mode.

D. Configuration > Site Configuration > Addin Manager > Required Profile > Interfaces > Select Developer Mode.

Correct Answer: D

Question: 7

Which two statements are true about safe mode in relation to add-ins?

A. It is a setting that must be enabled at the interface level.

B. It is enabled automatically if the previous shutdown of the agent desktop application did not happen normally.

C. It allows an agent desktop to log in to the application with local add-in files.

D. It allows an agent desktop to log in to the application without any add-ins.

E. It is a profile setting that must be enabled for a profile.

Correct Answer: B C

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 agents are not able to get to the pages where they can end the script.

B. The script beginning and ending buttons are not enabled for the script pages.

C. No exit or finished event is being triggered on the script pages.

D. No return events are listed in the incident workflow for the script to use.

Correct Answer: C D

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 the Interface Access check box selected.

B. The profile to which the agent is assigned does not have a navigation set assigned.

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.

Correct Answer: A

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

A. It is not possible to automate anything by using an add-in framework in a Custom Object workspace.

B. IGenericObject is the interface that is available with the add-in API for custom objects.

C. IGenericObject is the interface that is available with the Connect Common Object Model (CCOM) API for custom objects.

D. Using the record context, you can obtain an instance of a custom object by passing the package name and object name.

E. 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.

Correct Answer: D E

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