



Oracle 1Z0-1038-23

Oracle Service Center 2023 Implementation Professional

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Questions**

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QUESTION: 1

In which two scenarios would you use multiple interfaces?

Option A : When you need multiple channels enabled such as email, chat, and web self-service

Option B : When new business processes need to be supported other than the standard contact center

Option C : When multiple languages need to be supported

Option D : When your portal needs the support of different channels for login

Option E : When your business operates in different lines of business

Correct Answer: A,C

QUESTION: 2

What are three required sections for Custom Process Models?

Option A : Test script

Option B : Footer

Option C : Header

Option D : Code containing custom business logic

Option E : Test harness

Option F : Code containing integration with external systems

Correct Answer: A,C,D

QUESTION: 3

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?

Option A : Removing fields in the workspaces

Option B : Placing objects on different tabs and splitting the loading across multiple tabs

Option C : Utilizing workflows and splitting functionality into more than one workspace

Option D : Creating multiple workspaces per business function and assigning to different profiles

Correct Answer: D

QUESTION: 4

Which statement is true about the JavaScript API?

Option A : It cannot be used in Custom Object workspaces.

Option B : It is available when you use the Connect Common Object Model CCOM for API operations.

Option C : It is available as JavaScript objects and can be exposed through browser controls in a workspace.

Option D : It comes with in-built exception handling.

Correct Answer: C

QUESTION: 5

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

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

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

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

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

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

Correct Answer: B,C

QUESTION: 6

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?

Option A : f2, f5, f3, f1, f4

Option B : f1, f2, f5, f3, f4

Option C : f5, f2, f3, f4, f1

Option D : f2, f5, f1, f3, f4

Option E : f1, f2, f4, f3, f5

Correct Answer: A

QUESTION: 7

Which three statements are true about Service Level Agreements?

Option A : They enable you to specify the duration for which an incident can be kept in waiting status.

Option B : They enable you to restrict what agents can view as part of navigation on the console.

Option C : They enable you to restrict the knowledge articles that are viewed by end users in the Customer Portal.

Option D : They enable you to restrict the number of incidents raised by end users through various channels.

Option E : They enable you to set a timeline for an agent to respond to an incident.

Option F : They enable you to set the reports that are visible to an agent.

Correct Answer: A,C

QUESTION: 8

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

Option A : Once in four months

Option B : Once in six months

Option C : Once in three months

Option D : Every month

Correct Answer: C

QUESTION: 9

You have a requirement where there is a need for frequent change in address and phone numbers. Which two actions would you perform?

Option A : Update custom fields with the changed address and phone numbers.

Option B : Update variables with the changed address and phone numbers.

Option C : Create variables with the current address and phone numbers.

Option D : Create the standard text with the current address and phone numbers.

Option E : Update the standard text with the changed address and phone numbers.

Option F : Create custom fields for the address and phone numbers.

Correct Answer: A,D

QUESTION: 10

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

Option A :

Decision

Option B :

Terminate

Option C :

Return

Option D :

Set Fields

Option E :

Restart

Correct Answer: A,B,D

QUESTION: 11

Which option should you use to create or configure queues?

Option A : Configuration > Application Appearance > Customizable Menus > System Menus

Option B : Configuration > Application Appearance > Customizable Menus > Custom Menus

Option C : Configuration > Site Configuration > Message Bases

Option D : Configuration > Site Configuration > Configuration Settings

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