Oracle

1Z0-1038-22 Exam

Oracle Service Center 2022 Implementation Professional

Questions & Answers
Demo

Version: 4.0

Question: 1

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

Answer: BEFG

Explanation:

Question: 2

How many rows can be returned by a tabular query?

A. Unlimited
B. 100000
C. 100
D. 10000
E. 1000

Answer: E

Explanation:

Question: 3

Which five actions should you perform to configure advanced routing?

A. Configure collaboration with external users who are not agent desktop users.
B. Add product and category fields to the Live Help page of the Customer Portal.
C. Create and activate a rule to route incidents to the advanced routing incident queue.
D. Add Access Control to a navigation set.
E. Define products and categories.
F. Assign guided assistance permission to a profile.
G. Assign advanced routing permissions to a profile.

H. Create an advanced routing incident queue.

	Answer: ACDEG

Explanation:

Question: 4

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

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

	Answer: ADEFGJ

Explanation:

Question: 5

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

	Answer: ADFIJ