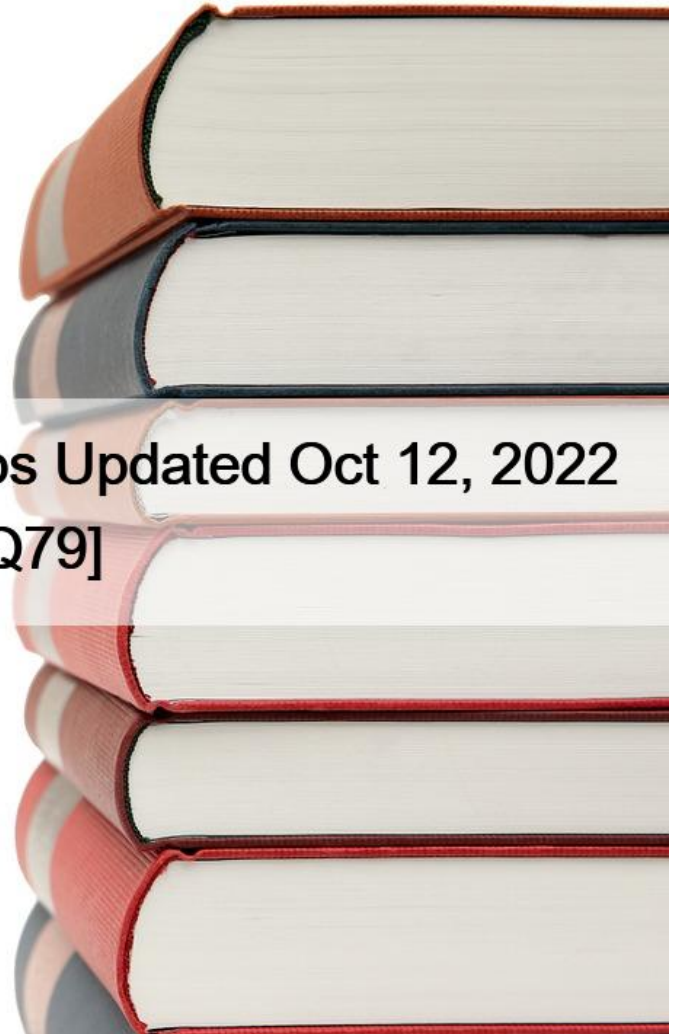


## Oracle 1z0-1038-22 Dumps Updated Oct 12, 2022 WIith 97 Questions [Q56-Q79]



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### Oracle 1z0-1038-22 Dumps Updated Oct 12, 2022 WIith 97 Questions View All 1z0-1038-22 Actual Free Exam Questions Oct 12, 2022 Updated NEW QUESTION 56

Your customer would like to send a communication about a product that is applicable only to its user base in the USA.

Which three actions should you perform?

- \* Create a broadcast survey.
- \* Add the report in step (c) to the Audience tab in the Included section.
- \* Create a segment of contacts whose contact home country is USA.
- \* Create a report of contacts whose contact home
- \* Add the segment in step (d) to the Audience tab in the Included section.
- \* Create a transactional survey.

### NEW QUESTION 57

When a new customer submits an incident via email, they get a message with a user ID and password, similar to the content below:

An account has been created for you with the following User ID and Password:

User ID: emailaddress@domain.com

Password: o2UdlJ8d

An agent wants to disable the message being sent when a customer submits an incident via email.

Which option must be enabled to achieve this?

- \* EGW\_PASSWD\_CREATE
- \* EGM\_ENABLED
- \* EGW\_SEND\_EMAIL\_HEADERS
- \* EGW\_UPDATE\_BY\_CREATE
- \* EGW\_PASSWORD\_UPDATE\_ENABLED

### NEW QUESTION 58

You make some changes to your message template and deploy it globally, but the deployed status continues to show as pending.

What would you do to resolve this?

- \* Accept the changes.
- \* Save the deployment.
- \* Enable the global template.
- \* Validate the template.

### NEW QUESTION 59

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 an incidents.

### NEW QUESTION 60

Which statement is true about the JavaScript API?

- \* It cannot be used in Custom Object workspaces.
- \* It is available when you use the Connect Common Object Model CCOM for API operations.
- \* It Is available as JavaScript objects and can be exposed through browser controls in a workspace.
- \* It comes with in-built exception handling.

### NEW QUESTION 61

A company wants to include the company logo and contact details in its outbound email communications.

Where should this be configured?

- \* Admin HTML Editor

- \* Contact HTML Editor
- \* Global template
- \* Quote template

### NEW QUESTION 62

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 63

Which two statements are true about chat surveys?

- \* You can create a chat rule to pop up a transactional survey at the end of a chat session.
- \* You can create a chat rule to email a transactional survey to a customer after a chat session.
- \* You can send a chat survey only while a customer is on the chat.
- \* You cannot link customer data back to the chat that is submitted.

### NEW QUESTION 64

How can you set a preference that is local to your machine?

- \* By selecting File > Settings
- \* By selecting File > Options
- \* By selecting Navigation pane > Configuration > Staff Management > Profiles
- \* By selecting File > Configuration

### NEW QUESTION 65

Your customer wants an incident survey to be reopened automatically if it does not meet the minimum score.

Which three actions should you perform to meet this requirement?

- \* Assign scores to the survey questions and set the status field based on the responses.
- \* Schedule the survey on a daily basis.
- \* Create a transactional survey.
- \* Write a business rule to reopen the case.
- \* Create a report for the survey scores.
- \* Create a polling survey.

### NEW QUESTION 66

Which two are non-CRUD operations?

- \* `CSVTableSet results = RunAnalyticsReport(AnalyticsReport ReportObject, int Limit, int Start, string Delimiter, bool ReturnRawResult, bool DisableMTOM, out byte[] FileData);`
- \* `RNObject[] = Binding.Create(RNObject[] Objects, CreateProcessingOptions Options);`
- \* `UpdateResponseMsg = Binding.Update(RNObject[] Objects, UpdateProcessingOptions ProcessingOptions);`
- \* `ResetContactPasswordResponseMsg = Binding.ResetContactPassword(ID ContactID);`
- \* `CSVTableSet = Binding.QueryCSV(string Query, int PageSize, string Delimiter, bool`

```
* ReturnRawResult, bool DisableMTOM, out byte[] FileData);RObject[] mObjects = _client.Get(clientInfoHeader, objects, options);
```

### NEW QUESTION 67

Which four statements are true about incident rules?

- \* A catch-all rule has no impact on incident rules.
- \* All incident rules should have an action to transit from the initial state to another state.
- \* Incident rules should have a minimum of two rule states.
- \* Queues, staff accounts, custom fields, and profiles must be functioning before rules can be built based on them.
- \* Incident rules should have one rule state.
- \* A catch-all incident rule should be typically at the bottom of the rules listed in the initial state.
- \* A catch-all escalation action has no impact on incident rules.

### NEW QUESTION 68

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 69

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

- \* It is a setting that must be enabled at the interface level.
- \* It is enabled automatically if the previous shutdown of the agent desktop application did not happen normally.
- \* It allows an agent desktop to log in to the application with local add-in files.
- \* It allows an agent desktop to log in to the application without any add-ins.
- \* It is a profile setting that must be enabled for a profile.

### NEW QUESTION 70

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

- \* Configuration > Staff Management > Profiles > Required Profile > Interfaces tab, Addin tab > Select Developer Mode.
- \* Configuration > Staff Management > Profiles > Required Profile > Select Developer Mode.
- \* Configuration > Site Configuration > Addin Manager > Required Profile > Select Developer Mode.
- \* Configuration > Site Configuration > Addin Manager > Required Profile > Interfaces > Select Developer Mode.

### NEW QUESTION 71

Which two statements are true about mailboxes?

- \* Techmail is responsible for pulling emails from single or multiple mailboxes.
- \* Outreach mailing uses a mailbox that is configured for processing emails between customers and agents.
- \* The Dbtstatus utility is responsible for having incidents created after an email is sent to the Service Cloud mailbox.
- \* The Techmail utility is responsible for creating incidents when an email is sent to the Service Cloud mailbox.
- \* Mails sent out from Oracle Service Cloud will always have custhelp.com in the email address.

### NEW QUESTION 72

Your customer wants to set a disposition and add a specific standard text item automatically based on a given endpoint within the guided assistant path info response thread. Which two steps are required to complete this request?

- \* Use an Incident Business rule to fire a named event and populate the standard text into the message thread.
- \* Use a workplace rule to create a pop-up box reminding the agent to select the disposition and make the disposition field required in the incident workplace.
- \* Create a named event to file each end point of the guide.
- \* Use Agent Workflow to populate the disposition and the standard text based on the named event in the guide.
- \* Use Agent Workspace rule to populate the standard text to the message thread and set the disposition when the named event is fired.

### NEW QUESTION 73

Which option should you use to create or configure queues?

- \* Configuration > Application Appearance > Customizable Menus > System Menus
- \* Configuration > Application Appearance > Customizable Menus > Custom Menu
- \* Configuration > Site Configuration > Message Bases
- \* Configuration > Site Configuration > Configuration Settings

### NEW QUESTION 74

A customer is using a service level agreement (SLA) to calculate resolution due dates automatically when an SLA instance is added to an incident. What setup is required for resolution due calculations?

- \* Create a custom incident milestones report and add it to a custom incident workspace
- \* Add all the holidays observed by your organization.
- \* Define default response requirements.
- \* Use business rules to automatically calculate dates

[https://docs.oracle.com/cloud/august2017/servicecs\\_gs/FAMUG/\\_service.htm#FAMUGai1215329](https://docs.oracle.com/cloud/august2017/servicecs_gs/FAMUG/_service.htm#FAMUGai1215329)

### NEW QUESTION 75

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.

### NEW QUESTION 76

What must you set to enable the email channel?

- \* EGW\_SAVE\_EMAIL\_HEADERS
- \* EGW\_AUTO\_CONT\_CREATE
- \* EGW\_ENABLED
- \* EGW\_UPDATE\_BY\_CREATE
- \* EGW\_SECURE\_UPDATE\_ENABLED

#### **NEW QUESTION 77**

Your customer has designed a guide to explain in detail to end users how to apply for a career guidance program. The customer wants this guide to be placed on the Customer Portal pages and a survey to be opened when an option in this guide is selected.

Which survey type would you use?

- \* Transactional survey in rules
- \* Broadcast survey
- \* Polling survey
- \* Website link survey

#### **NEW QUESTION 78**

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.

#### **NEW QUESTION 79**

Which three features can be configured in advanced routing?

- \* Skill relaxation
- \* Skill time
- \* Queue overflow
- \* Queue prioritization
- \* Queue segregation
- \* Queue limit

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