

DUMPS ARENA

Oracle Service Center 2022 Implementation Professional

Oracle 1z0-1038-22

Version Demo

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sales@dumpsarena.co

sales@dumpsarena.co
dumpsarena.co

QUESTION NO: 1

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

"This package cannot be processed."

What is the reason for this error?

- A. Check if the exported file was generated by a product version that is older than the existing product version.
- B. The hash value during import doesn't match the hash declared at the end of the file.
- C. The Browser User Interface (BUI) workspace is not using the standard workspace.
- D. Element Manager does not support the import and export of workspaces with custom workspace ribbon add-ins.

ANSWER: C

QUESTION NO: 2

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

- A. Once in four months
- B. Once in six months
- C. Once in three months
- D. Every month

ANSWER: C

QUESTION NO: 3

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

- A. Decision
- B. Terminate
- C. Return
- D. Set Fields
- E. Restart

ANSWER: A B E

QUESTION NO: 4

What are the three different types of pull policy for queues?

- A. Round Robin
- B. First Due
- C. Manual
- D. Strict Priority
- E. Standard
- F. Advanced

ANSWER: B C D

QUESTION NO: 5

Which three statements are true about headers of custom process models?

- A. They list only the events that are supported by the code implementation.
- B. They contain all possible events with the objects.
- C. They contain the version number of the Connect Common Object Model.
- D. The header section needs to be uncommented during testing.
- E. They contain the version number of the PHP script.
- F. They contain standard objects only.
- G. The header section is always commented.

ANSWER: A F G

QUESTION NO: 6

In which two scenarios would you use multiple interfaces?

- A. When you need multiple channels enabled such as email, chat, and web self-service
- B. When new business processes need to be supported other than the standard contact center
- C. When multiple languages need to be supported
- D. When your portal needs the support of different channels for login
- E. When your business operates in different lines of business

ANSWER: C E

QUESTION NO: 7

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?

- A. Removing fields in the workspaces
- B. Placing objects on different tabs and splitting the loading across multiple tabs
- C. Utilizing workflows and splitting functionality into more than one workspace
- D. Creating multiple workspaces per business function and assigning to different profiles

ANSWER: D

QUESTION NO: 8

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

- A. By selecting File > Settings
- B. By selecting File > Options
- C. By selecting Navigation pane > Configuration > Staff Management > Profiles
- D. By selecting File > Configuration

ANSWER: B

QUESTION NO: 9

Which statement is true about the JavaScript API?

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

ANSWER: C

QUESTION NO: 10

You are working on complete service delivery transformation for your customer to streamline the contact center training program. As a cost cutting measure, your customer wants the new customer service representatives to be ready to start work within 5 days instead of 30 days. The customer is also particular that the quality of service delivery should not be compromised.

What are the two options that you would suggest to streamline this contact center training program?

- A. Business rules
- B. Guided assistance
- C. Intent guide
- D. Custom process model
- E. Agent scripts

ANSWER: A D