

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.

Correct Answer: A

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

Correct Answer: A D F I J

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

Question: 8

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

Question: 9

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

Question: 10

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