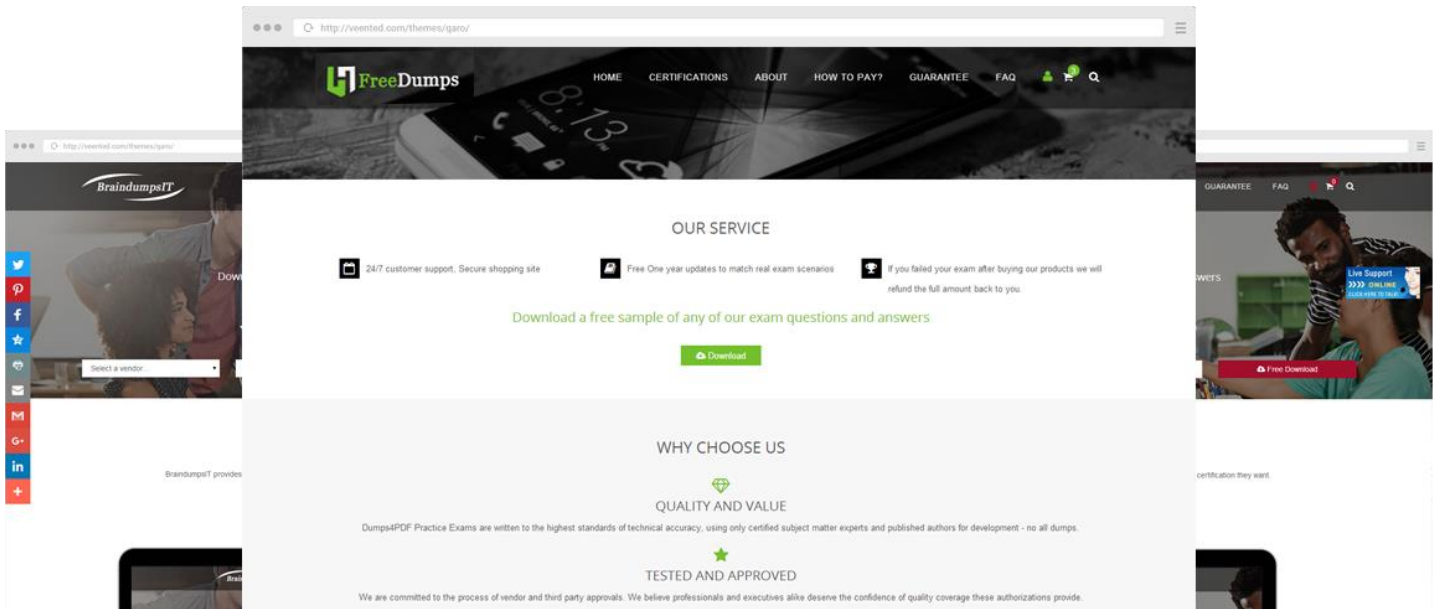


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Exam : **1z0-1038**

Title : Oracle Cross-Channel Contact
Center Cloud 2019
Implementation Essentials

Vendor : Oracle

Version : DEMO

NO.1 You want to ensure that some specific content in messages can be hidden for some messages. What would you use to meet this requirement?

- A. Merge fields
- B. Custom fields
- C. Conditional fields
- D. Incident thread fields

Answer: C

NO.2 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. Placing objects on different tabs and splitting the loading across multiple tabs
- B. Creating multiple workspaces per business function and assigning to different profiles
- C. Removing fields in the workspaces
- D. Utilizing workflows and splitting functionality into more than one workspace

Answer: B

NO.3 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?

- A. Schedule the survey on a daily basis.
- B. Create a transactional survey.
- C. Write a business rule to reopen the case.
- D. Assign scores to the survey questions and set the status field based on the responses.
- E. Create a report for the survey scores.
- F. Create a polling survey.

Answer: B,C,D

NO.4 Which statement is true about the JavaScript API?

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

Answer: C

NO.5 Which statement correctly differentiates between a bulk operation and a batch operation?

- A. A bulk operation performs the same operation on multiple objects, whereas a batch operation performs multiple operations.
- B. A bulk operation performs multiple operations on the same object, whereas a batch operation performs the same operation on multiple objects.
- C. A bulk operation performs the same operation on a single object, whereas a batch operation performs multiple operations on multiple objects.

D. A bulk operation performs a single operation, whereas a batch operation performs a single operation on a single object.

Answer: A

NO.6 Which four types are used by incidents queues?

- A.** LIFO
- B.** FIFO
- C.** Round Robin (Logged In)
- D.** Standard
- E.** Quick
- F.** Round Robin (All)
- G.** Advanced Routing

Answer: C,D,F,G

NO.7 Which option should you use to create or configure queues?

- A.** Configuration > Site Configuration > Message Bases
- B.** Configuration > Site Configuration > Configuration Settings
- C.** Configuration > Application Appearance > Customizable Menus > System Menus
- D.** Configuration > Application Appearance > Customizable Menus > Custom Menus

Answer: C

NO.8 Which two statements are true about safe mode in relation to add-ins?

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

Answer: A,C