## **Oracle**

1Z0-1038-22 Exam

**Oracle Service Center 2022 Implementation Professional** 



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## Version: 4.0

Question: 1	
Which four types are used by	incidents queues?
vinen roar types are asea by	medents 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 return	ed by a tabular query?
A. Unlimited	
B. 100000 C. 100	
D. 10000	
E. 1000	
-: - <b></b>	
	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	dent queue.	
	Answer: ACDEG	
Explanation:		
Question: 4		
Which six actions initiate the busin	ess rules engine to run their configured logic?	
A. An agent edits contacts, incident in B. A customer creates an incident in C. A customer updates contact details. The rules engine is updated.	n the end user portal.	
E. A customer adds more informati F. An agent creates or edits an answ G. An administrator compiles the re		
H. An agent views the rule log.		
<ul><li>I. An agent edits an opportunity.</li><li>J. An agent runs an incident report.</li></ul>		
J. An agent runs an incluent report.		
	Answer: ADEFGJ	
Explanation:		
Question: 5		
Which six actions can have a null va	alue?	
A. Set SLAs		
B. Set Agent C. Set Assigned		
D. Set Mailbox		
E. Set Status		
F. Set Fields		
0 0 1 0 1 1		
G. Set Product		
H. Set Category		
H. Set Category I. Set Queue	Answer: ADFIJ	

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