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**Exam** : **1z0-1038-20**

**Title** : Oracle Service Center 2020  
Implementation Essentials

**Vendor** : Oracle

**Version** : DEMO

**NO.1** Which Oracle Service Cloud capability can assign chats based on language and product skills?

- A. Advanced routing
- B. Engagement engine
- C. Syndicated chat
- D. Business rules

**Answer:** A

**NO.2** Which setup sequence is used to give permissions to an individual to access an application?

- A. Staff Account > Profile > Navigation set
- B. Navigation set > Profile > Staff Account
- C. None. No sequence is required.
- D. Profile > Navigation set > Staff Account

**Answer:** D

**NO.3** In which two scenarios would you use multiple interfaces?

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

**Answer:** A,E

**NO.4** Your customer wants to measure agent performance based on feedback from their end users. If the end users provide negative feedback, their incidents need to be reopened automatically. Which three tasks will fulfill these requirements?

- A. Assign a score to the survey questions and set the status field based on the value
- B. Create a report of survey responses.
- C. Set an incident business rule to send the survey
- D. Create a new queue for unhappy customers.
- E. Schedule a survey to run on a daily basis.
- F. Create a transactional survey.

**Answer:** B,C,D

**NO.5** A customer is trying to import guides and a definition file from another interface and receives an error: "The response node cannot be added as it would exceed the maximum amount of 2048 response nodes the guide can have.

What action must be taken to fix this?

- A. Make sure guided assistance is enabled in another interface.
- B. Make sure the guide definition file does not include any hash value while importing it.
- C. Navigate to one of the superior nodes and remove most of the nodes, keeping the same unique identifier.
- D. Increase the maximum number of response nodes in the configuration.

**Answer:** C