Free Questions for 1Z0-1037-22 by certsinside

Shared by Lee on 29-06-2022

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Question 1

Question Type: MultipleChoice

Which two statements are true about response requirements for incidents? (Choose two.)

Options:

A- Response requirements include the maximum time limit for responding to each inquiry for an unresolved incident.

B- Custom response requirements are based on the level of service being provided.

C- Holidays have to be defined before creating response requirements.

D- Default response requirements for an interface cannot be modified.

Answer:

A, B

Explanation:

To define an SLA:

Option	Action
Service Level Name	Quickstart SLA
Active	Select this option
Self-Service	Select this option
Chat Incidents	Enter 10
CSR Incidents	Enter 10
Email Incidents	Enter 10
Self Service Incidents	Enter 10
Total Incidents	Enter 40
Term (Duration)	7 Days
Access	Select all. You use Access levels to set up user groups.

4. Confirm that theResponse Requirement Settingsdisplay as:

Interface	Language	*Label	Response Requirement
<configured interface>	English (US)	Quickstart SLA	Edit (Using Default)

https://docs.oracle.com/cloud/february2017/servicecs_gs/FAIKA/Configuring_KA_Features.htm#FAIKAab1032248

Question 2

Question Type: MultipleChoice

Which statement is true about generic objects?

Options:

A- A generic object representation must be built for custom objects.

B- A generic object representation must be built for handling standard objects.

C- CRUD operations cannot be performed with generic objects.

D- Batching and chaining operations are supported only by generic objects.

Answer:

D

Explanation:

Chaining is always used together with batching. A batch operation includes multiple target operations that each can take a homogeneous or heterogeneous list of business objects.

https://docs.oracle.com/en/cloud/paas/integration-cloud-service/cccdg/batch-and-bulk-operations.html

Question 3

Question Type: MultipleChoice

Your customer tries to use Knowledge Foundation API to fetch answer articles from Oracle Service Cloud and display them in an external application.

However, when they try to connect with Knowledge Foundation API they receive an exception code "ACCESS_DENIED".

What are two reasons for this? (Choose two.)

Options:

A- Staff account credentials are not correct.

B- Staff account profile does not have permission to access Knowledge Foundation API.

C- For Site "II_CONNECT_ENABLED" Configuration setting is not turned on.

D- For Site "IP_CONNECT_ENABLED" Configuration setting is not turned on.

E- Knowledge Foundation API can only be used by an internal application.

Answer:

B, D

Question 4

Question Type: MultipleChoice

You want to create a report that you can restructure to display different groupings by selecting different fields to use as the columns, rows, and output fields.

Which type of report should you create?

Options:

A- Dashboard

B- Cross tab report

C- Linked report

D- Custom report with slice bucket

Answer:

B

Explanation:

The Cross Tab feature lets you display report output in a table to summarize large amounts of data. Using a cross tab table, you can select the fields to define the table's rows, columns, and output fields, essentially grouping the data by both the row and column output. The output fields are a culmination of the row and column data.

https://docs.oracle.com/cloud/february2017/servicecs_gs/FAMUG/_analytics.htm#FAMUGae1133085

Question 5

Question Type: MultipleChoice

Which two features can you use to connect output levels in a report? (Choose two.)

Options:

A- drill-down filters

B- grouping

C- drill-down links

D- variables

E- dashboards

Answer:

A, C

Explanation:

When you use the report and click a drill-down link on the first level of the report, the second output level knows to display only information related to the queue in the row you clicked. For more complex reports, the drill-down filter can be changed.

https://docs.oracle.com/cloud/february2017/servicecs_gs/FAMUG/_analytics.htm#FAMUGth_Analytics

Question 6

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Answer:

B, D

Question 7

Question Type: **MultipleChoice**

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Question 10

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