



Free Questions for 1Z0-1038-22 by dumpssheet

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Question 1

Question Type: MultipleChoice

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?

Options:

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

Answer:

A

Question 2

Question Type: MultipleChoice

Your customer has "Gold" level SLAs being applied to certain organizations according to organization rules.

After six months, the business decides to change the response time: instead of responding in 24 hours your agents need to respond within eight business hours.

You modify the "Gold" SLA to reflect this change but you notice that the SLA reports are still using a 24-hour response time.

Based on this scenario, which statement is correct?

Options:

- A-** You have not activated the rules so the updated SLAs are not being applied.
- B-** Your site has been corrupted with the "Gold" SLA.
- C-** Updating the SLA will not automatically update the organization's SLA instance.
- D-** The SLA reports will need to be modified to use the new SLA.

Answer:

A

Question 3

Question Type: MultipleChoice

A customer wants to change the following text on the receipt and ask submit page:

"Thanks for submitting your question. Use this reference number for follow up:#120728-000001

A member of our support team will get back to you soon.

If you need to update your question and you already have an account, log in, click the Your Account tab, and select the question to open and update it."

Which two actions will allow you to identify the correct message base item if you did not know which message base you need to edit?
(Choose two.)

Options:

- A-** Submit an incident to customer care.
- B-** Look for the message in the receipt email body.
- C-** Identify the customer portal page that includes the text you want to change and identify the message base from within the code.
- D-** Run a message base report and search for the text string you want to change.

Answer:

B, C

Question 4

Question Type: MultipleChoice

Your customer wants to display customized branding information in the login window. Which two options can be used?

Options:

- A-** Use the BRAND_WELCOME_MSG configuration setting, which specifies the welcome message that is displayed on the login page.
- B-** Use the BRAND_CONTENT_URL configuration setting, which specifies the URL that is used to display content in the content pane of the login page.
- C-** Use the LOGIN_SECURITY_URL, configuration setting, which specifies the URL that is used to display content in the content pane of the login page.
- D-** Use the LOGIN_SECURITY_MSG configuration setting, which specifies the welcome message that is displayed on the login page.

Answer:

B

Question 5

Question Type: MultipleChoice

When a new customer submits an incident via email, they get a message with a user ID and password, similar to the content below:

An account has been created for you with the following User ID and Password:

User ID: emailaddress@domain.com

Password: o2UdlJ8d

An agent wants to disable the message being sent when a customer submits an incident via email.

Which option must be enabled to achieve this?

Options:

A- EGW_PASSWD_CREATE

B- EGM_ENABLED

C- EGW_SEND_EMAIL_HEADERS

D- EGW_UPDATE_BY_CREATE

E- EGW_PASSWORD_UPDATE_ENABLED

Answer:

E

Question 6

Question Type: MultipleChoice

Your customer wants to display customized branding information in the login window. Which two options can be used?

Options:

- A-** Use the BRAND_WELCOME_MSG configuration setting, which specifies the welcome message that is displayed on the login page.
- B-** Use the BRAND_CONTENT_URL configuration setting, which specifies the URL that is used to display content in the content pane of the login page.
- C-** Use the LOGIN_SECURITY_URL, configuration setting, which specifies the URL that is used to display content in the content pane of the login page.
- D-** Use the LOGIN_SECURITY_MSG configuration setting, which specifies the welcome message that is displayed on the login page.

Answer:

B

Question 7

Question Type: MultipleChoice

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?

Options:

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

Answer:

A

Question 8

Question Type: MultipleChoice

A customer wants to change the following text on the receipt and ask submit page:

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If you need to update your question and you already have an account, log in, click the Your Account tab, and select the question to open and update it."

Which two actions will allow you to identify the correct message base item if you did not know which message base you need to edit?
(Choose two.)

Options:

- A-** Submit an incident to customer care.
- B-** Look for the message in the receipt email body.
- C-** Identify the customer portal page that includes the text you want to change and identify the message base from within the code.
- D-** Run a message base report and search for the text string you want to change.

Answer:

B, C

Question 9

Question Type: MultipleChoice

When a new customer submits an incident via email, they get a message with a user ID and password, similar to the content below:

An account has been created for you with the following User ID and Password:

User ID: emailaddress@domain.com

Password: o2UdIJ8d

An agent wants to disable the message being sent when a customer submits an incident via email.

Which option must be enabled to achieve this?

Options:

A- EGW_PASSWD_CREATE

B- EGM_ENABLED

C- EGW_SEND_EMAIL_HEADERS

D- EGW_UPDATE_BY_CREATE

E- EGW_PASSWORD_UPDATE_ENABLED

Answer:

E

Question 10

Question Type: MultipleChoice

Your customer has "Gold" level SLAs being applied to certain organizations according to organization rules.

After six months, the business decides to change the response time: instead of responding in 24 hours your agents need to respond within eight business hours.

You modify the "Gold" SLA to reflect this change but you notice that the SLA reports are still using a 24-hour response time.

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- B- Your site has been corrupted with the "Gold" SLA.
- C- Updating the SLA will not automatically update the organization's SLA instance.
- D- The SLA reports will need to be modified to use the new SLA.

Answer:

A

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