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Oracle B2C Service 2024 Implementation Professional

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Question: 1

What is a key benefit of deploying service-level agreements (SLAs) in a B2C service implementation?
Response:

- A. Reduced database size.
- B. Standardized response and resolution times for customer issues.
- C. Enhanced AI-driven chat responses.
- D. Improved user interface customization.

Answer: B

Question: 2

How can custom objects be included in reports?
Response:

- A. By enabling advanced SLA policies
- B. By linking them through data models in Report Designer
- C. By adding them to workflow rules
- D. By configuring navigation sets for the custom objects

Answer: B

Question: 3

What is the primary advantage of using the browser UI in Oracle B2C Service?
Response:

- A. Simplified reporting tools
- B. Increased compatibility across devices
- C. Advanced customization options
- D. Automated data imports

Answer: B

Question: 4

What are configuration settings used for in Oracle B2C Service?

Response:

- A. To deploy SLA policies
- B. To control global system behavior and functionality
- C. To manage agent queues
- D. To schedule analytics reports

Answer: A

Question: 5

Which workflow step is essential for routing incidents based on product categories?

Response:

- A. Incident Rule Step
- B. Data Mapping Step
- C. Workflow State Definition
- D. Conditional Decision Step

Answer: D

Question: 6

What are service-level agreements (SLAs) typically used for in Oracle B2C Service?

Response:

- A. Assign user permissions.
- B. Manage operational workflows.
- C. Define expected service response times and resolutions.
- D. Create chat queues for live agents.

Answer: C

Question: 7

Which tool would you use to migrate configuration data between testing and production environments?

Response:

- A. Lifecycle Data Manager
- B. Incident Automation Rules

- C. Element Manager
- D. Configuration Assistant

Answer: C

Question: 8

What is a common use case for creating custom extensions in the Service Console?
Response:

- A. To generate SLA compliance reports
- B. To provide a unique user interface for specific workflows
- C. To automate chat queue configurations
- D. To archive incidents based on lifecycle policies

Answer: B

Question: 9

Which tool is used to generate outreach and feedback using surveys in Oracle B2C Service?
Response:

- A. Incident Workflow Tool
- B. Feedback Module
- C. Survey Management System
- D. SLA Configuration Tool

Answer: C

Question: 10

What configuration is required to enable chat queues for live agent support?
Response:

- A. Assigning chat permissions to agents
- B. Setting up advanced routing workflows
- C. Configuring chat queues and defining access rules
- D. Adding chat templates to navigation sets

Answer: C



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