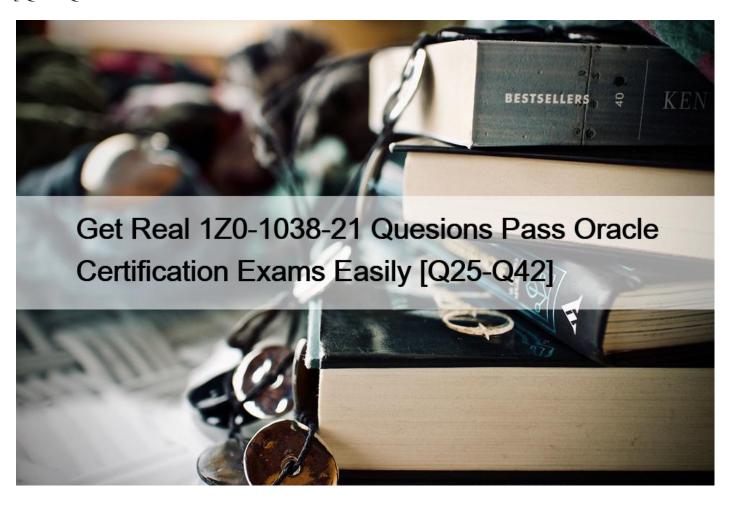# Get Real 1Z0-1038-21 Quesions Pass Oracle Certification Exams Easily [Q25-Q42

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QUESTION 25

Your customer wants to display customized branding information in the login window. Which two options can be used?
* Use the BRAND_WELCOME_MSG configuration setting, which specifies the welcome message that is displayed on the login page.
* 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.
* Use the LOGIN_SECURITY_URL, configuration setting, which specifies the URL that is used to display content in thecontent pane of the login page.
* Use the LOGIN_SECURITY_MSG configuration setting, which specifies the welcome message that is displayed on the login page.

QUESTION 26

Which two statementsare true about the Organization object in Service Cloud?
* It has a one-to-one relation with contacts.
* It is widely used in Business-to-Business scenarios.
* It has a one-to-many relation with contacts.
* It is required to create an incident.
* It can be associated with incidents directly.

QUESTION 27

Which four statements are true about reports?
* Published reports can be modified.
* All the permissions from an imported report remain unchanged after an export.
* Reports are not common across the interface.
* Reports must be exportedmanually in all interfaces.
* Reports are shared between interfaces.
* The owner of a report remains the same even if the report is imported by some other user.
* After a report is published, the report data remains unchanged even as the knowledge baseis updated.

QUESTION 28

Which two components can be edited in a standard report?
* Permissions
* Graphs
* Column headings
* Non-selectable filters
* Schedules
* Report headings

QUESTION 29

Which two statements are true about chat surveys?
* You can create a chat rule to pop up a transactional survey at the end of a chatsession.
* You can create a chat rule to email a transactional survey to a customer after a chat session.
* You can send a chat survey only while a customer is on the chat.
* You cannot link customer data back to the chat that is submitted.

QUESTION 30

How can you set a preference that is local to your machine?
* By selecting File > Settings
* By selecting File > Options
* By selecting Navigation pane > Configuration > Staff Management > Profiles
* By selecting File > Configuration

QUESTION 31

Whichtwo statements are true about generic objects?
* They belong to a stand-alone class that is not derived from an RN object.
* They are used when working with custom objects only.
* They can be used with standard objects.

* They automatically consider apackage to consist of custom objects.
* They require the type of data to be set dynamically.

QUESTION 32

Examine these functions:

f1- apply() f2 – setup(), f3 – validate(), f4 – cleanup(), f5- fetchObject() What is the correct sequence of execution of these functions during customprocesses testing?
* f2, f5, f3, f1, f4
* f1, f2, f5, f3, f4
* f5, f2, f3, f4, f1
* f2, f5, f1, f3, f4
* f1, f2, f4, f3, f5

QUESTION 33

Which three events are available with theJavaScript API?
* aftersave()
* onsaveclose ()
* enclose ()
* onrefresh()
* onbeforesave ()
* ondataupdated()

QUESTION 34

For which three reasons should you recommend using workflows?
* They can sort incidents raised by a contact.
* They guide agents through complex customer interactions and data updates.
* They help customers find relevantknowledge answers.
* They promote efficiency.
* They reduce human error.

QUESTION 35

A customer is unable to see a record in the audit log after running a report. What could be the reason for this?
* the Purge settings in the database
* the Filters settings of the report
* the Expanded Report Audit Log from the Reports Explorer
* the permissions of the report

QUESTION 36

Which two are non-CRUD operations?
* CSVTableSet results = RunAnalyticsReport(AnalyticsReport ReportObject, int Limit, int Start, string Delimiter, bool ReturnRawResult, bool DisableMTOM, out byte[] FileData);
* RNObject[] = Binding.Create(RNObject[] Objects, CreateProcessingOptions Options);
* UpdateResponseMsg = Binding.Update(RNObject[] Objects,UpdateProcessingOptions ProcessingOptions);
* ResetContactPasswordResponseMsg = Binding.ResetContactPassword(ID ContactID);

* CSVTableSet = Binding.QueryCSV(string Query, int PageSize, string Delimiter, bool
* ReturnRawResult, bool DisableMTOM, outbyte[] FileData);RNObject[] rnObjects = _client.Get(clientlnfoHeader, objects, options);

QUESTION 37

Which option should you useto create or configure queues?
* Configuration > Application Appearance >Customizable Menus > System Menus
* Configuration > Application Appearance > Customizable Menus > Custom Menus
* Configuration > Site Configuration > Message Bases
* Configuration> Site Configuration > Configuration Settings

QUESTION 38

A company wantsto include the company logo and contact details in its outbound email communications.

Where should this be configured?
* Admin HTML Editor
* Contact HTML Editor
* Global template
* Quote template

QUESTION 39

Which four view modes are available in the Report Editor?
* Database View
* Data Set View
* Design View
* Graphical View
* Report View
* Layout View

QUESTION 40

A malfunctioning add-in can prevent the Service Console from functioning properly. It can also block administrators from logging in to the system to remove the malfunctioning add-in. Whichtwo actions will remove the malfunctioning add-in?
* View the add-in’s log files and rectify the issue.
* Log out of the interface and log in again.
* Use Safe mode when logging in to the application.
* Exit the administration interface without completing the normal logout process.

QUESTION 41

What must you set to enable the email channel?
* EGW_SAVE_EMAIL_HEADERS
* EGW_AUTO_CONT_CREATE
* EGW_ENABLED
* EGW_UPDATE_BY_CREATE
* EGW_SECURE_UPDATE_ENABLED

QUESTION 42

Your customer has designed a guideto explain in detail to end users how to apply for a career guidance program. The customer wants this guide to be placed on the Customer Portal pages and a survey to be opened when an option in this guide is selected.

Which survey type would you use?
* Transactional survey in rules
* Broadcast survey
* Polling survey
* Website link survey

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