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Exam : **1z1-981**

Title : Oracle Cross-Channel Contact
Center Cloud 2017
Implementation Essentials

Vendor : Oracle

Version : DEMO

NO.1 What are the three different types of pull policy for queues?

- A. Standard
- B. Advanced
- C. First Due
- D. Round Robin
- E. Manual
- F. Strict Priority

Answer: C,E,F

NO.2 Which is a sample object query?

- A. SELECT C.Name.First FROM Contact C WHERE C.Name.First like ,C%';
- B. SELECT ID FROM Contact WHERE Contact-Name.First like 'Chris' AND Contact.Address.City='Bozeman';
- C. SELECT Incident.ReferenceNumber, Incident.PrimaryContact-Contact.* FROM Incident;
- D. SELECT O.Contacts FROM Organization O WHERE O-ID = 1;

Answer: B

NO.3 Which two statements are true when working with add-ins in a Custom Object workspace?

- A. Using the record context, you can obtain an instance of a custom object by passing the package name and object name.
- B. You cannot obtain a custom object instance directly by using the add-in API. You need to use the Connect web service for SOAP again for the, same.
- C. It is not possible to automate anything by using an add-in framework in a Custom Object workspace.
- D. IGenericObject is the interface that is available with the Connect Common Object Model (CCOM) API for custom objects.
- E. IGenericObject is the interface that is available with the add-in API for custom objects.

Answer: A,B

NO.4 Which four types are used by incidents queues?

- A. Round Robin (Logged In)
- B. LIFO
- C. Standard
- D. Round Robin (All)
- E. Advanced Routing
- F. FIFO
- G. Quick

Answer: A,C,D,E

NO.5 Which three requirements can be implemented by using workspace rules?

- A. Calling a CPM script
- B. Triggering escalation mails to the manager after the escalation time is over
- C. Prompting a customer care executive to dynamically open a guide

- D. Dynamically setting the URL for browser control
- E. Calling an add-in

Answer: C,D,E

NO.6 How frequently does Oracle release a new version of a product?

- A. Once in six months
- B. Once in three months
- C. Every month
- D. Once in four months

Answer: B

NO.7 Your customer has designed a guide to 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?

- A. Broadcast survey
- B. Transactional survey in rules
- C. Website link survey
- D. Polling survey

Answer: C