

Oracle 1Z0-1138-25

Oracle B2C Service 2025 Implementation Professional

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Question: 1

How are add-ins typically integrated into the Service Console?

- A. By adding them to navigation sets directly
- B. By embedding them into workspace rules
- C. By configuring them in SLA settings
- D. By importing them using the Add-In Manager

Answer: D

Question: 2

What are configuration settings used for in Oracle B2C Service?

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

Answer: B

Question: 3

How are service level agreements (SLAs) modified for specific customer requirements?

- A. By adjusting escalation thresholds in SLA policies
- B. By assigning new roles to agents
- C. By creating custom workspace rules
- D. Through message base configuration

Answer: A

Question: 4

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

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

Answer: B

Question: 5

How can custom objects be included in reports?

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

Answer: C

Question: 6

What happens if a core business object, like "Incidents," is deleted?

- A. The related workflows are deactivated.
- B. The system prevents the deletion of core business objects.
- C. All related records are archived.
- D. All associated reports are removed.

Answer: B

Question: 7

Which feature must be used to deploy standard text and variables for agents?

- A. Navigation Sets
- B. Content Library
- C. Text Templates
- D. Message Bases

Answer: C

Question: 8

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

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

Answer: D

Question: 9

Which component is required to deploy automated UI modifications to a specific agent group?

- A. Profiles and Permissions
- B. Element Manager
- C. Custom Data Models
- D. Workflow Definitions

Answer: A

Question: 10

Which of the following features is available for archived data in Data Lifecycle Management?

- A. Modification of archived records
- B. Permanent deletion without review
- C. Automatic reactivation of archived incidents
- D. Reporting on archived data

Answer: D

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