

Oracle

1Z0-1038-23

Oracle Service Center 2023 Implementation Professional

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Question: 1

What are "Service Console Extensions" in the B2C service context?

Response:

- A. Advertisements displayed in the service console
- B. Additional fees charged to customers for using the service console
- C. Automated financial transactions
- D. Customized components or apps that enhance the functionality of the service console

Answer: D

Question: 2

In the context of B2C service products, what is a "service guarantee"?

Response:

- A. A promise to never change the pricing of a service
- B. A formal assurance of compensation or remedy if a service falls short of expectations
- C. A commitment to providing the highest quality service
- D. An agreement to offer discounts to loyal customers

Answer: B

Question: 3

What is the significance of "Case Prioritization" in the interaction process between customers and agents?

Response:

- A. It assigns cases randomly to agents
- B. It focuses exclusively on low-priority cases
- C. It helps agents determine which cases need immediate attention based on urgency and impact
- D. It restricts customer access to case information

Answer: C

Question: 4

How do "Utility Bar" components enhance the user interface of the service console?

Response:

- A. By increasing the complexity of case management
- B. By removing access to important functionalities
- C. By providing agents with irrelevant information
- D. By allowing agents to access frequently-used tools and functions from a fixed panel

Answer: D

Question: 5

What is the "product mix" in the context of B2C service products?

Response:

- A. The variety of businesses that a company interacts with
- B. The combination of tangible and intangible products offered by a company
- C. The range of services offered by a company to businesses
- D. The ways a company markets its products

Answer: B

Question: 6

Which component of Oracle Service Center enables customers to find solutions to common issues on their own?

Response:

- A. Oracle Knowledge Management
- B. Oracle Field Service
- C. Workflow Automation
- D. Inventory Management

Answer: A

Question: 7

What does "Service Level Agreement (SLA)" mean in the context of the interaction process between customers and agents?

Response:

- A. An agreement between customers and agents to share personal information
- B. A promise from customers to always agree with the agents' suggestions
- C. A commitment to provide the highest level of service to customers
- D. An agreement that outlines the expected response and resolution times for customer inquiries

Answer: D

Question: 8

How can businesses enhance customer loyalty in the B2C service industry?

Response:

- A. By continuously changing their product offerings
- B. By prioritizing one-time transactions
- C. By providing exceptional customer service and consistent experiences
- D. By lowering their prices

Answer: C

Question: 9

Which module within Oracle Service Center is responsible for managing customer interactions and service requests?

Response:

- A. Oracle Field Service
- B. Oracle Knowledge Management
- C. Oracle Customer Portal
- D. Oracle Contact Center Anywhere

Answer: A

Question: 10

Which strategy involves offering related products to customers to increase their overall purchase value?

Response:

- A. Market segmentation

-
- B. Price skimming
 - C. Cross-selling
 - D. Niche targeting

Answer: C

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