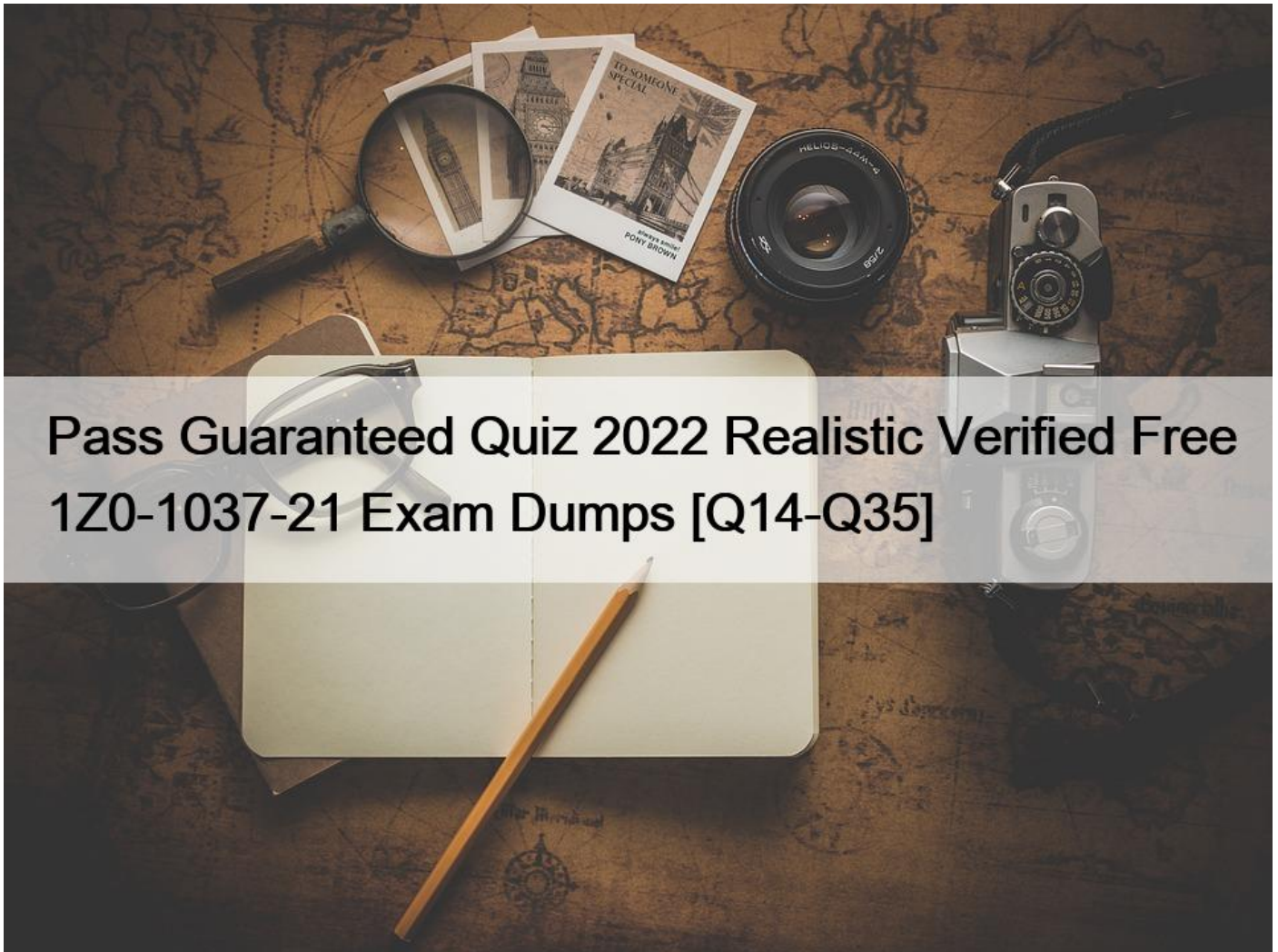


Pass Guaranteed Quiz 2022 Realistic Verified Free 1Z0-1037-21 Exam Dumps [Q14-Q35]



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Free Oracle Knowledge Management Cloud 1Z0-1037-21 Ultimate Study Guide (Updated 72 Questions)

NEW QUESTION 14

In Knowledge Advanced Search what is the use of the Concept feature?

- * Adding a new concept-enabled Knowledge Advanced Search to return results that match a particular word, its synonyms, and its related concepts.
- * Adding a new concept-enabled Knowledge Advanced Search to return results that do not match a particular word.
- * Adding a new concept-enabled Knowledge Advanced Search to return results that match only a particular word.
- * Adding a new concept-enabled Knowledge Advanced Search to return results that match a particular word and its synonyms.

Explanation

The Dictionary uses concepts and synonyms to associate different words that have the same meaning with one another. A concept is

simply a word and its synonyms, which the Dictionary treats as a single object.

Intelligent Search uses concepts to match words in both users' questions and in the knowledge base content based on their meaning. It also recognizes that some concepts are more important to users than others, and uses that information to prioritize answers within search results.

References:

https://docs.oracle.com/en/cloud/saas/service/18a/faaka/tuning-intelligent-search.html#c_About_Concepts_and_

NEW QUESTION 15

Which action can be performed on published reports?

- * enable drill-down links for report levels
- * modify report permissions
- * activate run-time selectable filters
- * add page breaks

Explanation

A docked filter is a run-time selectable filter or output variable that is added to the top of a report. Docked filters let report users select different run-time filter values and output variables in the report, bypassing the Search window.

NEW QUESTION 16

Your Customer wants to fetch specific contact details using an ROQL query. Their requirements are:

1. Fetch Contact ID, Contact First name, and Contact Last name details.
2. Contact first name should start with 'A';.
3. Query should run against the report database.
4. All contacts must be sorted in ascending order by Contact first name.

Which query will meet all the requirements?

- * String queryString = 'USE OPERATIONAL; SELECT id, C.Name.First, C.Name.Last FROM Contact C WHERE C.Name.First like 'A'; ORDER BY Contact.Name.First;
- * String queryString = 'USE REPORT; SELECT id, C.First, C.Last FROM Contact C WHERE C.Name.First like 'A'; ORDER BY Contact.First;
- * String queryString = 'USE REPORT; SELECT id, C.Name.First, C.Name.Last FROM Contact C WHERE C.Name.First = 'A'; ORDER BY Contact.Name.First;
- * String queryString = 'USE REPORT; SELECT id, C.Name.First, C.Name.Last FROM Contact C WHERE C.Name.First like 'A'; ORDER BY Contact.Name.First;

Explanation

You must include a USE REPORT statement in the query.

Column names are C.Name.First and C.Name.Last.

We use the like operator for the string comparison.

References:

https://docs.oracle.com/en/cloud/saas/service/18a/cxsvc/c_osvc_roql_tabular_queries.html

NEW QUESTION 17

What should you do to ensure two published answers are always returned for a specific search word?

- * Create multiple Priority words that share the same name.
- * List the search word under both Answers Keywords and Stopwords.
- * List the search word under Stop words.
- * List the search word under Answers Keywords.
- * Create multiple search words associated within a single priority word group.

Explanation

You can define the search term automatically so that the answers returned by the Oracle Knowledge Advanced syndication widget are related to that keyword.

References:

https://docs.oracle.com/cloud/17d/servicecs_gs/FAIKA/EnableKAonCP.htm#FAIKAth_EnablingKnowledgeAd

NEW QUESTION 18

Examine these statements about products, categories, and dispositions:

1. Maximum hierarchy level of product/category is five.
2. A disposition cannot be seen in the customer portal.
3. Deleting a product classification will not cause any issue in rules.
4. A parent product can only be deleted after deleting all child products.

Which statements are true?

- * 1 & 4
- * 2 & 3
- * 1 & 2
- * 2 & 4
- * 3 & 4

NEW QUESTION 19

Which option should you select from the Status drop-down menu to see the reviewed requests in Knowledge Advanced?

- * Request Review
- * All Requests
- * Archived Request
- * Active Request

Explanation

You can filter the Manage Tuning Request list to display only active requests or only archived requests.

At the Status drop-down menu on the Manage Search Questions screen, select one of the following options:

References:

Oracle Service Cloud, Knowledge Advanced Administration Guide, November 2016, page 45

NEW QUESTION 20

Which two queues have manual pull policy? (Choose two.)

- * Last In First Out (LIFO)
- * Round Robin (All)
- * Manual
- * Standard
- * Round Robin (Logged in)

Explanation

An incident report can be configured to manually pull from a standard or round robin (logged in) queue.

References:

<http://communities.rightnow.com/posts/505437e96f?commentId=42124#42124>

NEW QUESTION 21

Which two statements are true about Knowledge Advanced views? (Choose two.)

- * In Oracle Service Cloud if you have multiple interfaces to support multiple languages or locales then you must create a view for each interface.
- * Views do not depend on the number and purpose of the interface that your organization uses.
- * In Oracle Service Cloud if you have multiple interfaces to support multiple brands then you must create a view corresponding to each interface.
- * You must create Views to map Knowledge Advanced objects and functionality to the Oracle Service cloud interface.
- * View cannot be renamed or deleted but only modified.

Explanation

You must create a view to map Knowledge Advanced objects and functionality to the interface defined for your Service Cloud implementation. Views are a means to logically segregate your knowledge base to conform to your organization's business requirements. Your organization probably defines view for various brands or business units.

When you configure Knowledge Advanced, the views that you need to create depend on the number and purpose of the interfaces that your organization uses.

For example:

References:

<https://docs.oracle.com/en/cloud/saas/service/18a/faika/configuring-knowledge-advanced-within-service-cloud.h>

NEW QUESTION 22

Which two report columns are displayed in Oracle Knowledge Advanced? (Choose two.)

- * Summary
- * Description
- * Answer ID
- * Rating
- * Author

Explanation

Viewing the Answer Details

When you click a link in the # Answers column of the report, you can view the following answer details.

References:

https://docs.oracle.com/cloud/august2016/servicecs_gs/FAKAC/Chunk528507396_d110.htm#aa1237135

NEW QUESTION 23

Contact X is assigned to a Platinum SLA, which allows the contact to create a total of 250 incidents in a month.

Your client wants to reduce the number of incidents to 100.

Which action should you perform?

- * Delete the Platinum SLA and save the record, create a new SLA with a different name, and assign a total incident count of 100.
- * Activate the default SLA which has a default incident count of 100 by deleting the Platinum SLA.
- * In the Platinum SLA modify the total incident count to 100 and save it.
- * Rename the Platinum SLA, change the total incident value to 100, and save it.

Explanation

After you define an SLA policy, you might need to view it, modify it, disable it, duplicate it, or delete it.

To Modify an SLA Policy

References:

https://docs.oracle.com/cd/E26854_01/doc.121/e26585/alerts004.htm#CIHGIFIH

NEW QUESTION 24

In Knowledge Advanced, which three tasks can be filtered? (Choose three.)

- * tasks related to specific content types only
- * tasks that are assigned
- * open tasks only
- * tasks for specific users
- * tasks that are unassigned

Explanation

Filters enable you to view a specific subset of tasks from the Task list. You can use the filters to view:

References:

https://docs.oracle.com/cloud/may2017/servicecs_gs/FAUKA/Tasks.htm#FAUKAai1137897

NEW QUESTION 25

In Knowledge Advanced, which section displays the lock status?

- * Reports
- * Properties
- * Overview
- * Analytics

Explanation

The Properties section displays the form properties and lock status.

NEW QUESTION 26

Which three statements are true about the limitations of Connect Web Services? (Choose three.)

- * When executing a query against a report database, a maximum of 20,000 rows can be returned.
- * When executing a query against an operational database, a maximum of 20,000 rows can be returned in a single request.
- * The server enforces a maximum of 10,000 objects when invoking any one of the Create, Get, Update or Destroy operations.
- * When executing a query against a report database, a maximum of 100,000 rows can be returned.
- * When executing a query against an operational database, a maximum of 100,000 rows can be returned in a single request.
- * The combination of the multi-object Create, Get, Update & Destroy operations and the Batch operations is limited to 10,000 total input objects per SOAP request.

Explanation

D (not A): If the report is pre-configured for deferred execution, then depending on how large the data set to be processed is estimated to be, the report will either run right away or be prompted for queuing. In most cases, the user will be prompted to place the report in the queued state. Only where the report is estimated to run very quickly by not exceeding the deferred report threshold of 200,000 rows will the report be run immediately.

E: In Oracle Service Cloud, the maximum row export threshold is 100,000 rows.

F (not C): 10,000 total input objects per SOAP request. The combination of the multi-object Create, Get, Update and Destroy operations and the Batch operation is limited to 10,000 total input objects per SOAP request.

References:

<https://docs.oracle.com/cloud/latest/soa121300/TKRDP/GUID-ED7B0E34-2D5E-40DF-A7ED-001581E2ACCA> ORACLE SERVICE CLOUD GUIDE: HOW TO IMPROVE REPORTING PERFORMANCE, Best Practices to Scale Oracle Service Cloud Analytics for High Performance, ORACLE WHITE PAPER | MARCH 2015

NEW QUESTION 27

Which two statements are true about response requirements for incidents? (Choose two.)

- * Response requirements include the maximum time limit for responding to each inquiry for an unresolved incident.
- * Custom response requirements are based on the level of service being provided.
- * Holidays have to be defined before creating response requirements.
- * Default response requirements for an interface cannot be modified.

Explanation

To define an SLA:

Option	Action
Service Level Name	Quickstart SLA
Active	Select this option
Self-Service	Select this option
Chat Incidents	Enter 10
CSR Incidents	Enter 10
Email Incidents	Enter 10
Self Service Incidents	Enter 10
Total Incidents	Enter 40
Term (Duration)	7 Days
Access	Select all. You use Access levels to set up user groups.

Picture 2

4. Confirm that the Response Requirement Settings display as:

Interface	Language	*Label	Response Requirement
<configured interface>	English (US)	Quickstart SLA	Edit (Using Default)

Picture 3

References:

https://docs.oracle.com/cloud/february2017/servicecs_gs/FAIKA/Configuring_KA_Features.htm#FAIKAab1032

NEW QUESTION 28

Which three statements are true about processing options in Web Services? (Choose three.)

- * SuppressExternalEvents and SuppressRules properties can also be defined for GetProcessingOptions.
- * FetchAllNames property of GetProcessingOptions indicates to the server that all NameID Types should include both Name and ID.
- * SuppressExternalEvents = true and SuppressExternalRules = true indicates to the server that External Event and Business Rules should not be triggered.
- * SuppressExternalEvents = true and SuppressExternalRules = true indicates to the server that External Event and Business Rules should execute on operation completion.

* SuppressExternalEvents and SuppressExternalRules properties can be defined only for Create, Update, and Destroy Processing Options.

* FetchAllNames = true indicates the server that it should fetch all Names but does not fetch IDs.

Explanation

A: UpdateProcessingOptions include SuppressExternalEvents and SuppressRules.

B: FetchAllNames signals to the server that allNamedID types should include both the Name and the ID for that field.

C: SuppressExternalEvents is used to indicate that external events should not run after the operation completes.

SuppressRules is used to indicate that business rules should not run after the operation completes.

NEW QUESTION 29

Which two features can you use to connect output levels in a report? (Choose two.)

- * drill-down filters
- * grouping
- * drill-down links
- * variables
- * dashboards

Explanation

When you use the report and click a drill-down link on the first level of the report, the second output level knows to display only information related to the queue in the row you clicked. For more complex reports, the drill-down filter can be changed.

References:

https://docs.oracle.com/cloud/february2017/servicecs_gs/FAMUG/_analytics.htm#FAMUGth_Analytics

NEW QUESTION 30

Which filter type should you use in a report to display data in a tree structure?

- * Auto filter
- * Rollup
- * Slicing by column
- * Slicing by bucket

Explanation

Slicing a report allows you to group tabular data sharing common values in fields included in the report.

Slicing a report allows you to group tabular data sharing common values in fields included in the report. You can then select from the slice tree or links and view only the report data that matches the selected field values.

References:

https://docs.oracle.com/cloud/february2017/servicecs_gs/FAMUG/_analytics.htm

NEW QUESTION 31

Which two statements are true about replacement tokens? (Choose two.)

- * They enable re-use of existing content of any data type in variables.
- * They enable management of standardized content from a single source.
- * They enable creation and storage of complex content consisting of integrated text and images multiple times.
- * They enable re-use of content in a standardized form.

Explanation

Replacement tokens enable you to do the following:

References:

Oracle Service Cloud, Knowledge Advanced Administration Guide, 18A, page 25

NEW QUESTION 32

You enter a word in the Manage Search Query tool field **Tune a Question**; that Knowledge Advanced does not recognize.

Which statement is true?

- * The tuning process automatically corrects it.
- * You must check if alternative synonyms exist.
- * You must correct the spelling manually.
- * Knowledge Advanced does not accept words that are not in the dictionary.

Explanation

When you tune a user question, you are adding or changing objects in the Intelligent Search Dictionary.

The tuning process corrects common, misspelled words automatically. However, if you enter a word that the tuning process does not recognize, or it returns a word not synonymous with your meaning, you must correct the spelling manually.

References:

Oracle Service Cloud, Knowledge Advanced Administration Guide, November 2016, page 51

NEW QUESTION 33

Your client wants to block all employees' personal details and allow each employee's direct manager to access only the blood group, medical details, emergency contact number for emergency usage.

What kind of filter option should you use to allow a manager to generate an emergency details report?

- * Runtime Selectable filter
- * Docked filter
- * Restricted Filter
- * Fixed filter
- * StandardFilter

Explanation

fixed filter: A component of Analytics and Outreach and Feedback segments used to define the data set available in the report or segment. Fixed filters are statements constructed from expressions, functions, and operators, and cannot be altered when using a segment or when running a report

NEW QUESTION 34

Which statement is true about generic objects?

- * A generic object representation must be built for custom objects.
- * A generic object representation must be built for handling standard objects.
- * CRUD operations cannot be performed with generic objects.
- * Batching and chaining operations are supported only by generic objects.

Explanation

Chaining is always used together with batching. A batch operation includes multiple target operations that each can take a homogeneous or heterogeneous list of business objects.

References:

<https://docs.oracle.com/en/cloud/paas/integration-cloud-service/cccdg/batch-and-bulk-operations.html>

NEW QUESTION 35

You are working on a public answer that you want to add a part of information within the answer that is not yet approved for public visibility.

How will you do this without impacting the knowledgebase answer?

- * Add a conditional section within the answer with any access level.
- * Create a different answer with the part of information that needs to be updated, and after review merge it with the current answer.
- * Create an access level that has no customer portal visibility and assign it to the conditional section you do not want customers to view.
- * Make the answer status private, make the required changes, and republish it.

Explanation

Before publishing an answer, determine which interfaces and customers you want to be able to view the answer. You can control visibility with answer access levels, languages, products, categories, and conditional sections.

A conditional section is a section of text in a document that appears only to those contacts meeting certain criteria. Conditional sections can also be placed in answers and tagged with specific answer access levels. In message templates, conditional sections can be used to filter content by contact, profile, runtime variable, or record type.

References:

https://docs.oracle.com/cloud/november2016/servicecs_gs/FAABU/BUIglossary.htm#FAABUcondition

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