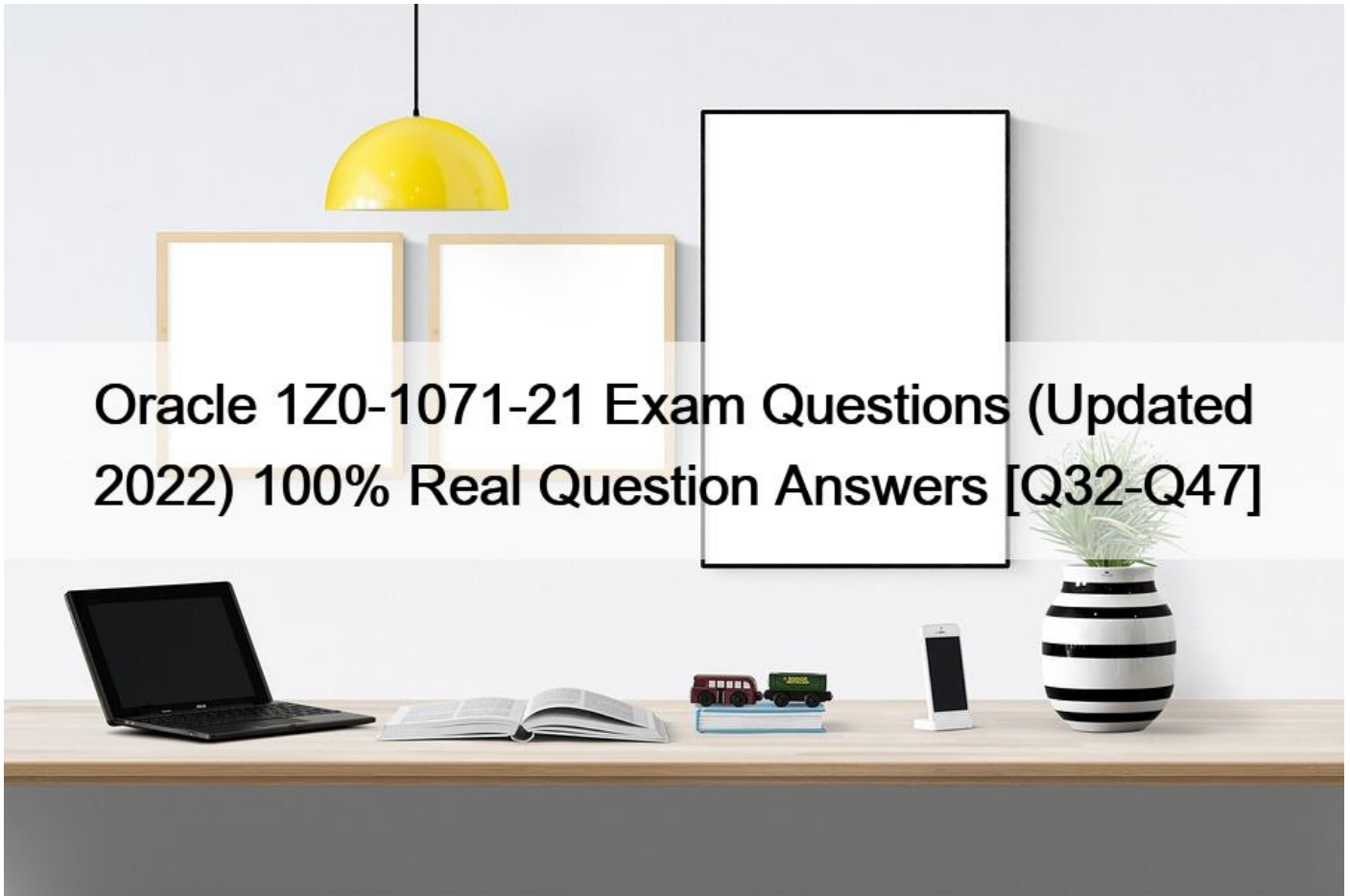


## Oracle 1Z0-1071-21 Exam Questions (Updated 2022) 100% Real Question Answers [Q32-Q47]



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### NEW QUESTION 32

Which statement is true regarding the effect of context pinning on routing?

- \* If the input includes an implicit invocation for a skill, the router pins the conversation to that skill.
- \* If the user is pinned to a skill and then enters something that doesn't relate to that skill, the router automatically checks other skills for a match.
- \* The thresholds that determine whether context pinning will occur or not set at the skill level.
- \* For user input that includes an explicit invocation for a skill, but not intent-related utterance, the router pins the conversation to the skill. The next utterance, the router pins the conversation to the skill. The next utterance is assumed to be related to that skill.

### NEW QUESTION 33

In a validation loop, users are repeatedly asked to enter the same information, thereby preventing them from transitioning to a different dialog flow state in a conversation.

What is causing the validation loop?

- \* The dialog flow state uses an input component that references a nonentity type variable. The same dialog flow state is referenced in the next transition.
- \* The `nlpResultVariable` property of the input component points to `!iResult!`, which is a variable of type `!nlpresult!`.
- \* The `keepTurn` property of the input component is set to true and the `maxPrompts` property is set to a value greater than 0.
- \* The input component associated with a state references a variable of an entity type and the `maxPrompts` property is not set.

### NEW QUESTION 34

Consider the following excerpt from a dialog flow code where `size` is a context variable of value list entity type `PizzaSize` with values `Small`, `Medium`, and `Large`:

```
context
  variables:
    size: "PizzaSize"
    iResult: "nlpresult"

intent
  component: "System.Intent"
  properties:
    variable: "iResult"
    transitions:
    actions:
      OrderPizza: "getPizzaSize"
      CancelPizza: "cancelOrder"
      unresolvedIntent: "unresolved"

getPizzaSize:
  component: "System.List"
  properties:
    prompt: "What size of pizza"
    variable: "size"
    nlpResultVariable: "iResult"
    options: "${size.value.enumValues}"
    transitions:
      next: "placeOrder"
```

Which two events will occur when a user starts a new conversation with the sentence `!Order a Large Pizza!`?

- \* The `nlpResultVariable` property is not supported by `System.List`, so no entity extraction will occur.
- \* The Dialog Engine will transition to the `PlaceOrder` state.
- \* The `size` variable has no value before `getPizzaSize` is called, so the user will be prompted to select from the list of values.
- \* The `nlpResultVariable` will populate the `size` value with `Large`.

### NEW QUESTION 35

You have gone through a number of testing iterations of your customer's skill that comprises 10 intents. But you find that generally the best you can get is a confidence score of 96%, even when the user phrase is identical to one of your training utterances.

What should you recommend to your customer regarding this intent confidence score?

- \* Keep iterating on user testing and add more training utterances until you can achieve a confidence level of 100% on your user input.
- \* For every verb in your training utterances, ensure you add a version of the utterance which also covers the past, present, and future tense of the verb.
- \* It is not always possible to achieve 100% confidence and adding more utterances may not help the problem. Therefore, do not

make further changes to the skill if it is performing to your expectations.

- \* The highest possible confidence with 10 intents is 10% (100% divided by the number of intents). So, no further changes to the skill are required.
- \* Add more utterances to the unresolved intent.

### NEW QUESTION 36

Which is NOT used to tune routing behavior?

- \* the classifier's F1-score
- \* the built-in system intent confidence threshold
- \* the confidence win margin
- \* candidate skills' confidence thresholds

### NEW QUESTION 37

What statement correctly describes the Authentication Service in Oracle Digital Assistant?

- \* The Authentication Service authenticates users to Oracle Identity Cloud Service. It provides customizable login screens that are displayed in the context of a user-bot conversation.
- \* The Authentication Service holds the identity provider configuration that is used at run time in Oracle Digital Assistant to retrieve an access token that authorizes REST service calls.
- \* The Authentication Service authenticates Oracle Digital Assistant users to a social media identity provider (for example, Facebook) and associates social media accounts with accounts stored in the Oracle Identity Cloud Service.
- \* The Authentication Service allows bot designers to configure a custom webhook to authenticate and authorize users using the System.OauthAccountLink component.

### NEW QUESTION 38

Which variable type is automatically set with values from the chat client, such as locale and timezone offset?

- \* System variables
- \* Variables that are defined in the context section in the dialog flow
- \* User variables
- \* System.config variables
- \* Profile variables

### NEW QUESTION 39

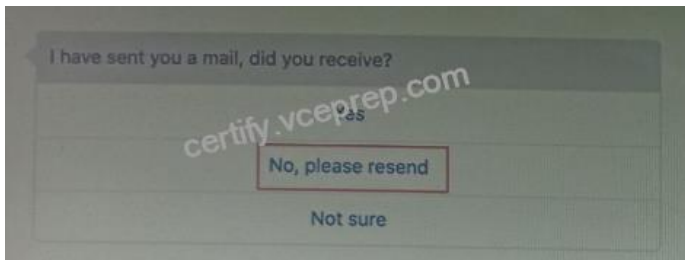
An input component references an entity-type variable from its variable property and does not have the maxPrompts property set.

Which two statements describe valid options to help users deal with validation errors?

- \* You can use the alternatePrompt property for user input components to display alternative prompts.
- \* You can use the onInvalidUserInput property on the System.commonResponse component to conditionally show or hide UI controls.
- \* You can use the system.invalidUserInput?boolean expression to detect a previously failed input validation and display alternative prompts or additional UI controls.
- \* You can use the user input component's textReceived action transition to detect validation errors and to navigate to a state in the dialog flow.
- \* You can use the user input component's cancel action transition to navigate to a different state in the dialog flow, display a help message to the user, and navigate back into the dialog flow state that previously failed input validation.

### NEW QUESTION 40

Take a look at the output of a system. List component in the screenshot below, and note how one of the items includes a comma (,).



In the code below, what value would you assign to the option property for it to display items for 'Yes', 'No please', and 'Not sure'?

```
8 context:
9 variables:
10 emailReceive: "string"
11 states:
12 askGreeting:
13 component: "System.List"
14 properties:
15 options:
16 prompt: "I have sent you a mail, did you receive?"
17 variable: "emailReceive"
18 start:
19 component: "System.Output"
20 properties:
21 text: "${emailReceive.value}"
22 transitions:
23 return: "done"
```

- \* options: ['Yes', 'No, please resend', 'Not sure']
- \* options: 'Yes, No please resend. Not sure'
- \* options: Yes, No please resend, Not sure
- \* options: 'Yes', 'No, please resend', 'Not sure'
- \* options: ['Yes']. please resend]. [Not sure]

#### NEW QUESTION 41

Select the FALSE statement regarding confidence levels when routing within a digital assistant.

- \* A confidence threshold is a value that's compared to the confidence level by the system, intent component to define the next action.
- \* Confidence level is the intent engine's score for utterance classification.
- \* All skills within a digital assistant must have the same confidence threshold.
- \* If other intents that exceed the confidence threshold have scores that are within that of the top intent by less than the win margin, these intents are also presented to the user.

#### NEW QUESTION 42

Which three statements are true about composite bag entities?

- \* They define a business domain object as a collection of related system entities and custom entities.
- \* When you add entities to the composite bag, you can control how they get extracted in related to other entities and when they are prompted for.
- \* The composite bag will always enforce that every entity has a valid value before allowing the conversation to move on to the next

state in the dialog flow.

- \* You need to create a separate composite bag to handle nonentity types such as strings, Locations, and attachments.
- \* The composite bag can resolve all entity values using only a single state in the dialog flow.

### NEW QUESTION 43

Consider this code snippet:

```
webview:  
  component: "System.Webview"  
  properties:  
    sourceVariableList: "fullname, amount"  
    variable: "outputfromweb"  
    prompt: "Tap the link to file your dispute."  
    service: "DisputeFormService"  
  transitions:  
    next: "output"
```

Which two statements about this code are true?

- \* The `System.Webview` component acts as a gateway to

the web app by naming the Webview service, i.e., `DisputeFormService`, in the code snippet.

- \* If the web app returns any values, the `System.Webview` component will store them in the `outputfromweb` variable.
- \* This code snippet supports only one variable as a return value from the web application. When there are multiple return values, they need to be comma-separated. For example:

```
variable: "outputfromweb1,outputfromweb2"
```

- \* D. The web app returns two values and will store them in the `fullname` and `amount` variables, respectively.

### NEW QUESTION 44

You want the flow to navigate to the cancel transition immediately after the maximum number of failed attempts are exceeded in the `System.ResolveEntities` Components.

Which option must you use?

- \* Set `cancelPolicy` to `immediate`.
- \* There is no such option in `System.ResolveEntities`.
- \* Set `cancelPolicy` to `true`.
- \* Set `cancelPolicy` to `lastEntity`.

Explanation

<https://docs.oracle.com/en/cloud/paas/digital-assistant/use-chatbot/built-components-properties-transitions-and-cancelPolicy>  
Determines the timing of the cancel transition:

- \* `immediate`-Immediately after the allotted `maxPrompts` attempts have been met for an entity in the bag.
- \* `lastEntity`-When the last entity in the bag has been matched with a value.

### NEW QUESTION 45

As per Oracle's recommendation, which is the best practice regarding conversational design?

- \* Ask users open-ended questions such as "how can I help you?";
- \* To account for possible mistakes, make it clear to users that the bot is still learning.
- \* Use quick reply buttons (as opposed to natural language inputs) as much as possible.
- \* Ensure that capabilities of the bot (the things that it can and can't do) are clear and discoverable.

#### **NEW QUESTION 46**

Which two statements describe what happens when a System.DetectLanguage component is used in a dialog flow?

- \* The system.DetectLanguage component sets the profile.languageTag variable to the language code of the detected user language.
- \* The system.DetectLanguage component sets the autoTranslate variable to the language code of the detected user language.
- \* A system.DetectLanguage component state causes an exception if no translation service is configured for a skill.
- \* The system.DetectLanguage component sets the profile.locale variable to the language code of the detected user language.
- \* The system.DetectLanguage component does not detect English because it is the default language.

#### **NEW QUESTION 47**

What is the purpose of the training models within Oracle Digital Assistant?

- \* build a complete semantic language model allowing a skill to understand 98% of user input in the trained language
- \* automatically crowdsource sample data to which user input is matched
- \* automatically create n number of classifications where n is a parameter defined for each skill
- \* allow a skill to classify user input to defined intents

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