

## Oracle.1Z0-1037-21.v2022-10-28.q23

Exam Code:	1Z0-1037-21
Exam Name:	Oracle Knowledge Management 2021 Implementation Essentials
Certification Provider:	Oracle
Free Question Number:	23
Version:	v2022-10-28
# of views:	491
# of Questions views:	230
<a href="https://www.dumpsdb.com/dumps/Oracle/1Z0-1037-21/Oracle.1Z0-1037-21.v2022-10-28.q23">https://www.dumpsdb.com/dumps/Oracle/1Z0-1037-21/Oracle.1Z0-1037-21.v2022-10-28.q23</a>	

### NEW QUESTION: 1

Which five components can be used to filter the Authoring inbox? (Choose five.)

- A. Product and Categories
- B. User
- C. Assignment status
- D. Rating
- E. Views
- F. Content Types
- G. Locales
- H. Consoleroles

**Answer: B,C,E,F,G** ([LEAVE A REPLY](#))

Explanation

Filters enable you to view a specific subset of tasks from the Task list.

The following describes the five filters available for displaying the task list.

References:

Oracle Service Cloud, Knowledge Advanced User Guide, ReleaseMay 2017, page 17

### NEW QUESTION: 2

Your customer tries to use Knowledge Foundation API to fetch answer articles from Oracle Service Cloud and display them in an external application.

However, when they try to connect with Knowledge Foundation API they receive an exception code"ACCESS\_DENIED".

What are two reasons for this? (Choose two.)

- A. For Site "II\_CONNECT\_ENABLED" Configuration setting is not turned on.

- B. Staff account credentials are not correct.
- C. For Site "IP\_CONNECT\_ENABLED" Configuration setting is not turned on.
- D. Staff account profile does not have permission to access Knowledge Foundation API.
- E. Knowledge Foundation API can only be used by an internal application.

**Answer:** ([SHOW ANSWER](#))

### NEW QUESTION: 3

Which three values does Knowledge Advanced use to calculate whether the answers returned have improved?

(Choose three.)

- A. the total number of times the search has been made with the search string containing the title of the document
- B. the total number of times documents were clicked on
- C. the number of cases linked to the top answer
- D. the number of times the "Is this answer helpful?" option has been selected as "Yes"
- E. the number of times documents were clicked on as a result after a particular answer

**Answer:** B,D,E ([LEAVE A REPLY](#))

Explanation

The answers your customers search for are sorted so the ones that are expected to be most useful are listed first. Three techniques are used to automatically rank and organize answers.

References:

[https://docs.oracle.com/cloud/november2016/servicecs\\_gs/FACAI/AdministeringAccessibility-4.htm](https://docs.oracle.com/cloud/november2016/servicecs_gs/FACAI/AdministeringAccessibility-4.htm)

### NEW QUESTION: 4

You have created a new article in your knowledge base and you want it to always appear at the top of the search result page.

What display position should you configure?

- A. Place at First
- B. Place at Top
- C. Historical usefulness
- D. Fixed at Top
- E. Fix First

**Answer:** B ([LEAVE A REPLY](#))

Explanation

Place at Top-Select this option to place the answer at the top of the list on the Answers page by changing the score to be equal to the highest answer. The score is then adjusted as the solve count changes over time.

### NEW QUESTION: 5

You observe that when customers search with the keyword "iPhone 7" they get thousands of results, but when they search with "IP7" they get fewer results.

You do not plan to modify any answer articles but want to get same the number of results whether customers search with keywords "iPhone 7" or "IP7" or any related search term.

What should you do?

- A. Include search terms in Stop Words
- B. Include the search terms in Answers Keywords
- C. Add all related search terms to an aliases.txt file.
- D. Include search term in Search priority word.
- E. Include the search terms in both Answer Keyword and Stop Word.

**Answer:** ([SHOW ANSWER](#))

Explanation

The aliases.txt file is initially empty, but you can add synonyms, phrases, or aliases to link terms specific to your industry to similar terms that may be used during a search. For example, a customer might search for an acronym, such as "GPS," but all of your answers regarding GPS might spell out "global positioning system" rather than using the initials. The aliases.txt file lets you link terms that customers might search on with synonymous terms in your answers.

References:

Oracle Service Cloud User Guide, Release February 2017, page, pages 307-308

### **NEW QUESTION: 6**

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?

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

**Answer:** ([SHOW ANSWER](#))

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

### **NEW QUESTION: 7**

What is the purpose of an SLA in Knowledge base?

- A. to group and refine related answers based on the product and the service level
- B. to provide access to the answers based on the customer service level agreement matching the answers' access level
- C. to give permission to users to add questions in a forum based on the service level

D. to rank customers based on the number of answers posted in a forum based on the service level

**Answer: B (LEAVE A REPLY)**

Explanation

Service Level Agreements (SLA) determine control the type and amount of support you offer your customers.

You must define an SLA to associate with Customer Portal users.

Table Service Level Agreement Options, Example

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.

Picture1

References:

[https://docs.oracle.com/cloud/august2016/servicecs\\_gs/FAKAU/Chunk858056443\\_d105.htm](https://docs.oracle.com/cloud/august2016/servicecs_gs/FAKAU/Chunk858056443_d105.htm)

### NEW QUESTION: 8

What should you configure so that specific keywords and synonyms will be used for answers when an answer search of exact phrase type is performed?

- A. both the Answers Keywords and Stopwords
- B. the thesaurus.txt file
- C. the alias.txt file
- D. the wordlist files

**Answer: B (LEAVE A REPLY)**

Explanation

The thesaurus.txt file contains a list of words and their synonyms used in the Similar Phrases search technique on the Answers page. Words in the text search are matched with synonyms to extend the searching capability to include ontologies.

### NEW QUESTION: 9

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

- A. Summary
- B. Description
- C. Answer ID
- D. Rating
- E. Author

**Answer:** [\(SHOW ANSWER\)](#)

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

### NEW QUESTION: 10

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?

- A. Runtime Selectable filter
- B. Docked filter
- C. Restricted Filter
- D. Fixed filter
- E. StandardFilter

**Answer: D** [\(LEAVE A REPLY\)](#)

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: 11

What two factors are responsible for ranking of an answer? (Choose two.)

- A. display position
- B. number of answers linked to that answer
- C. number of searches for that answer article
- D. solved count based on customer activity

**Answer: A,C** [\(LEAVE A REPLY\)](#)

Explanation

The answers your customers search for are sorted so the ones that are expected to be most useful are listed first. Three techniques are used to automatically rank and organize answers.

References:

[https://docs.oracle.com/cloud/november2016/servicecs\\_gs/FACAI/AdministeringAccessibility-4.htm](https://docs.oracle.com/cloud/november2016/servicecs_gs/FACAI/AdministeringAccessibility-4.htm)

### **NEW QUESTION: 12**

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

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

**Answer: D** ([LEAVE A REPLY](#))

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

### **NEW QUESTION: 13**

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

- A. Last In First Out (LIFO)
- B. Round Robin (All)
- C. Manual
- D. Standard
- E. Round Robin (Logged in)

**Answer: D,E** ([LEAVE A REPLY](#))

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: 14**

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

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

**Answer: A** ([LEAVE A REPLY](#))

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

### **NEW QUESTION: 15**

Your customer wants to update the new office address in about 1000 answer articles.

Your client has three interfaces for each of their lines of business that will all have different information.

What will you recommend to the client to update all the relevant answers?

- A.** Create a standard text to include the new address and update all the answers to include it.
- B.** Call support and have them run a search and replace on the database.
- C.** Create a variable to contain the address and update all answers to include it.
- D.** Search for all answers that have the address and update.

**Answer: D (LEAVE A REPLY)**

Explanation

Answer variables are predefined shortcuts for entering information into an answer instead of a long string of text. When an answer displays on the customer portal, the variable is replaced with whatever value was specified by your administrator.

Variables are also helpful to use for information that may change. When your administrator changes the value of the variable, all answers containing that variable will also change. Contact your administrator for a list of variables defined for your application. For example, if your administrator added a variable for a support email address at your organization called "contact," you could insert the variable for the email address in the answer, such as \$contact. If the email address changes, all answers containing the contact variable are updated.

References:

[https://docs.oracle.com/cloud/november2016/servicecs\\_gs/FAABU/\\_BUIGuide-9.htm](https://docs.oracle.com/cloud/november2016/servicecs_gs/FAABU/_BUIGuide-9.htm)

### **NEW QUESTION: 16**

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

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

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

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

**Answer: (SHOW ANSWER)**

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.

**Valid 1Z0-1037-21 Dumps** shared by TrainingQuiz.com for Helping Passing 1Z0-1037-21 Exam!

TrainingQuiz.com now offer the **newest 1Z0-1037-21 exam dumps**, the TrainingQuiz.com 1Z0-1037-21 exam **questions have been updated** and **answers have been corrected** get the **newest** TrainingQuiz.com 1Z0-1037-21 dumps with Test Engine here:

<https://www.trainingquiz.com/1Z0-1037-21-practice-quiz.html> (72 Q&As Dumps, **40%OFF Special**

**Discount: Exam-Tests)**

#### **NEW QUESTION: 17**

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

A. Request Review

B. All Requests

C. Archived Request

D. Active Request

**Answer: (SHOW ANSWER)**

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: 18**

A customer has a problem with a damaged battery and searches your knowledge base with the search term "battery damageissue." The customer selects one of the answers in the search result and wants to view answers that contain closely related articles in continuation to the selected answer.

What should you configure?

- A. Open the answer containing the battery damage issue term and under the Relationship tab add the loosely related continuation answers in Manually Related Answers.
- B. Open the answer containing the battery damage issue term and under the Relationship tab add the loosely related continuation answers in Sibling Answers.
- C. Edit the alias text file to include alias words - battery damage, battery issue, battery.
- D. Include battery and damage as keywords under Answers Stop Words.

**Answer:** ([SHOW ANSWER](#))

Explanation

Manually related answers are two or more answers that may contain related information. Manually relating answers provides customers with additional options for finding accurate information. The Manually Related Answers section of the Relationships tab consists of a toolbar and a list of manually related answers.

### **NEW QUESTION: 19**

Which two statements are true about published reports? (Choose two.)

- A. Published reports contain snapshots of data at the time the report is run.
- B. Published reports can be edited.
- C. Published reports have filtering option in ribbon.
- D. Published report data can change automatically when the knowledge base data is updated.
- E. Published reports can be shared.

**Answer:** ([SHOW ANSWER](#))

Explanation

Publish report is a method of preserving a report's graphical and tabular output as a snapshot. Once a report is published, it cannot be modified and the report data will remain unchanged even as the knowledge base is updated.

References:

[https://docs.oracle.com/cloud/17d/servicecs\\_gs/FAMUG/topichead.htm#FAMUGg\\_public\\_key](https://docs.oracle.com/cloud/17d/servicecs_gs/FAMUG/topichead.htm#FAMUGg_public_key)

### **NEW QUESTION: 20**

You want to create a report in which your customer can enter any date and generate all the incidents created on that date.

Which type of report and variable should you use?

- A. Standard report with User Defined List variable
- B. Custom report with Predefined List variable
- C. Standard report with Replacement Value variable
- D. Custom report with AdHoc Value variable

**Answer:** ([SHOW ANSWER](#))

Explanation

There are several types of variables you can use, including predefined lists, user-defined lists, ad hoc values, and replacement values. Each of these serves a unique function.

Ad Hoc Value. Select this type to allow staffmembers to type their own value for the parameter at run-time, without having to select from a list. For example, an individual using the report types the exact expression or string to use as the variable value.

When you select this type, you must select adata type for the variable.

### **NEW QUESTION: 21**

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?

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

**Answer:** ([SHOW ANSWER](#))

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/BUlglossary.htm#FAABUcondition](https://docs.oracle.com/cloud/november2016/servicecs_gs/FAABU/BUlglossary.htm#FAABUcondition)

### **NEW QUESTION: 22**

You notice that when a customer searches with the word "mobile", there are irrelevant answers showing under

"Answers Other Found Helpful" section.

Which two steps should you take to resolve this? (Choose two.)

- A.** Add the word "mobile" to the answer stop word, add "mobile" to the search priority word, and then assign one answer.
- B.** Remove Related Answer Widget from the Customer Portal.
- C.** Remove irrelevant answers from manually related answers.
- D.** Delete irrelevant answers from sibling answers.
- E.** Block irrelevant answers from learned links.

**Answer:** ([SHOW ANSWER](#))

Explanation

A: A stop word is a certain term that you don't want to be used in the scoring of all search results.

D: A meta-answer is a collection of related answers that are all associated with the same products and categories. These related answers are called sibling answers, and that relationship is defined on the CX Console, not on the accessibility interface.

References:

<https://www.oracle.com/assets/knowledgebase-search-effectiveness-1607920.pdf>

### **NEW QUESTION: 23**

You want to create a report that you can restructure to display different groupings by selecting different fields to use as the columns, rows, and output fields.

Which type of report should you create?

- A. Dashboard
- B. Cross tab report
- C. Linked report
- D. Custom report with slice bucket

**Answer: (SHOW ANSWER)**

Explanation

The Cross Tab feature lets you display report output in a table to summarize large amounts of data. Using a cross tab table, you can select the fields to define the table's rows, columns, and output fields, essentially grouping the data by both the row and column output. The output fields are a culmination of the row and column data.

References:

[https://docs.oracle.com/cloud/february2017/servicecs\\_gs/FAMUG/\\_analytics.htm#FAMUGae1133085](https://docs.oracle.com/cloud/february2017/servicecs_gs/FAMUG/_analytics.htm#FAMUGae1133085)

**Valid 1Z0-1037-21 Dumps** shared by TrainingQuiz.com for Helping Passing 1Z0-1037-21 Exam!

TrainingQuiz.com now offer the **newest 1Z0-1037-21 exam dumps**, the TrainingQuiz.com 1Z0-1037-21 exam **questions have been updated** and **answers have been corrected** get the **newest** TrainingQuiz.com 1Z0-1037-21 dumps with Test Engine here:

<https://www.trainingquiz.com/1Z0-1037-21-practice-quiz.html> (72 Q&As Dumps, **40%OFF Special**

**Discount: Exam-Tests)**