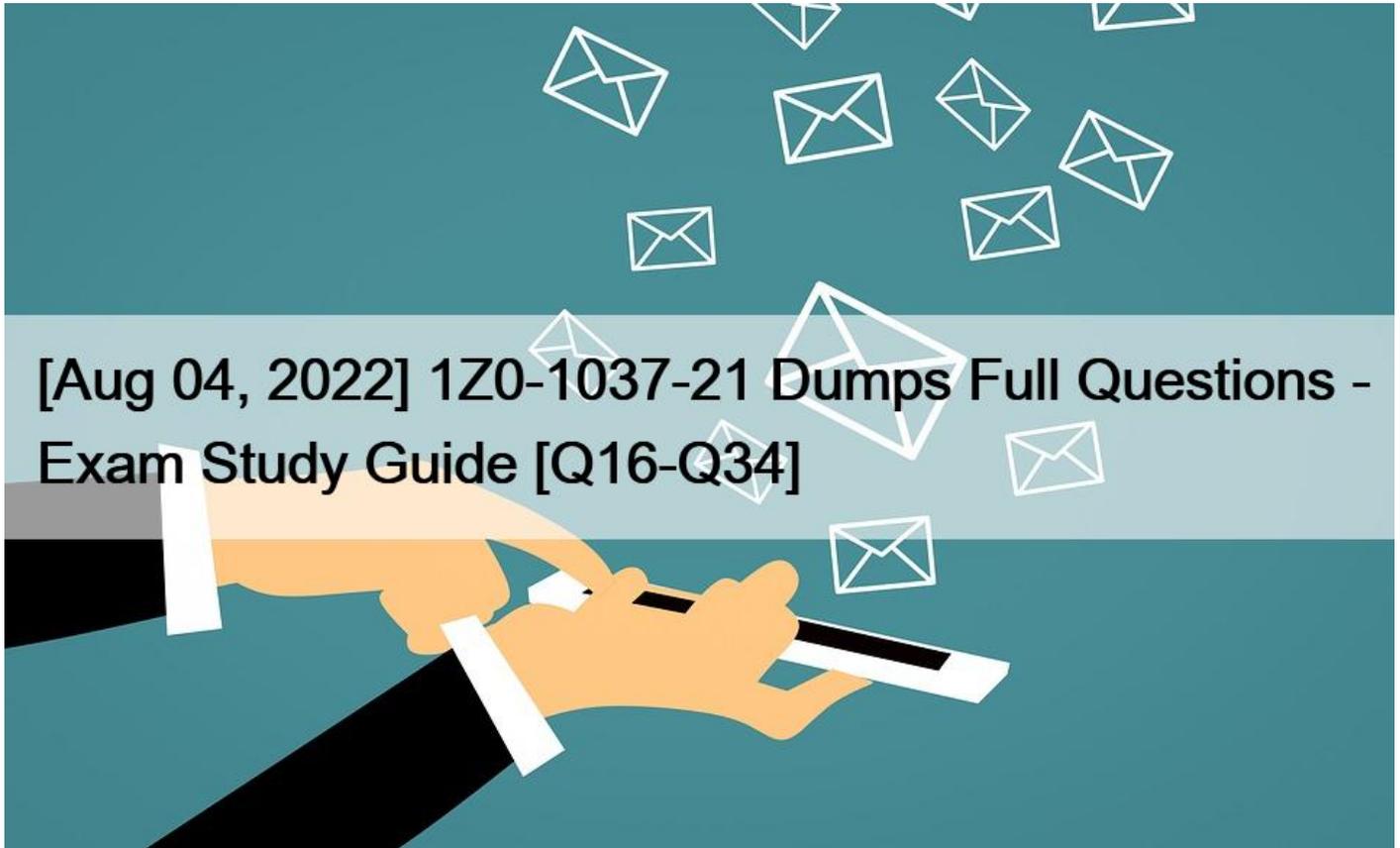


## [Aug 04, 2022 1Z0-1037-21 Dumps Full Questions - Exam Study Guide [Q16-Q34]



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**NO.16** Which statement is true about dashboards?

- \* The dashboard design center's reports explorer lists only reports that can be added to a dashboard.
- \* A new dashboard can be created by copying an existing dashboard.
- \* A new dashboard can be created only by dragging existing reports to the dashboard design center.
- \* A new dashboard can be scheduled with alerts
- \* A new dashboard must have more than one report.

Explanation

Dashboards are created and edited on the dashboard design center by dragging reports to the dashboard, adding optional descriptions, images, text, and controls, and configuring display options.

If you do not want to create a new dashboard, you can copy an existing custom or standard dashboard in the Reports explorer and then edit the copy using the dashboard design center.

**NO.17** 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?

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

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.

**NO.18** Which three components do you configure in Oracle Service Cloud that are synced to Knowledge Advanced?

(Choose three.)

- \* Product and Categories
- \* API Roles
- \* Console roles
- \* Web roles
- \* Workflows

Explanation

Knowledge Advanced uses Products and Categories hierarchies that you define for your Service Cloud environment, and automatically synchronizes any changes you make to the Product hierarchy.

You manage users through roles, which control the level of management access you have to Knowledge Advanced, the general authoring abilities you have on a particular Content Type, and what tasks you can perform in a workflow. Users are assigned either Console roles or Web roles.

References:

Oracle Service Cloud, Using Knowledge Advanced, Release May 2016, pages 28, 45

**NO.19** Which three tasks should you perform after deploying custom objects? (Choose three.)

- \* creating a workspace
- \* creating standard reports
- \* creating system attributes
- \* adding the workspace to a user's navigation set
- \* editing a user's profile to grant permissions to use the custom object workspace
- \* defining relationships with other custom objects or standard objects

Explanation

AD: After custom objects are deployed, new workspace types are made available for objects that have the Object is Available in Workspaces, Scripting, and Workflow option enabled so you can work with them in the same way you work with incidents or contacts. In addition, standard reports are automatically created for deployed objects that have this option enabled.

Because custom object data is stored in the database, you can add custom objects to workspaces, workflows, custom reports, and navigation sets.

E: You must specify permissions for your staff members to read, delete, and perform other actions on custom object records.

References:

Oracle Service Cloud User Guide, Release February 2017, page 92

**NO.20** Which three types of answers can be added to the knowledge base? (Choose three.)

- \* XML
- \* TEXT
- \* HTML
- \* URL
- \* File Attachment

Explanation

If you have an existing knowledge base and you would like to migrate that content into a knowledge base, you must create specific Content Types for that content to migrate to.

Before you migrate your knowledge base, create the following Content Types:

C: HTML; These answers represent HTML content. You create an HTML article by entering text in the Summary, Question, and Answer fields on the Add Content page.

D: URL; These answers represent URLs to external content. You create a URL article by entering the URL of the document that is to be the answer source for the given question in the URL field of the Add Content page.

The URL must be to one specific page and not to a page containing links to additional sources or external collections. It is also important to enter a descriptive Summary and Question as Knowledge Advanced uses the information in these two fields when conducting internal searches for documents. For customer searches, Knowledge Advanced also indexes the destination URL so it can be searched.

E: Attachment; These answers represent standalone documents attached to the answer. You create an attachment article, select the attachment to use from the Attachment link on the Add Content page.

FAQ; These answers represent frequently asked questions.

KCS; These answers represent similar content from KSC articles.

Manual; These answers represent application manuals.

References:

[https://docs.oracle.com/cloud/may2017/servicecs\\_gs/FAUKA/Content\\_Authoring.htm#FAUKAcontent\\_authorin](https://docs.oracle.com/cloud/may2017/servicecs_gs/FAUKA/Content_Authoring.htm#FAUKAcontent_authorin)

**NO.21** 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](https://docs.oracle.com/cloud/february2017/servicecs_gs/FAIKA/Configuring_KA_Features.htm#FAIKAab1032)

**NO.22** You have created a new answer article for your customer but when you are trying to see that answer article on the Customer's Portal you find that it is not appearing.

Which two issues might be causing the problem? (Choose two.)

- \* There is no answer content added to the answer article.
- \* There is no display position defined for the answer article.
- \* The answer status is not set to public or custom status of status type public;.
- \* The answer article is not assigned to any staff member/staff agent.
- \* There is no search term added in the answer keyword list.

\* The answer is not assigned to any product/category that is visible to a customer.

Explanation

In order for answers to appear on the customer portal, the Status, Access Level, Language, Product, and Category fields must be set to a visibility that allows access by customers. If even one field does not allow visibility, the answer will not be available on the customer portal.

C: The primary factor that determines the visibility of answers is answer status. There can be many custom answer statuses, but all must be either a Public or Private status type, which is determined when the custom status is created.

F: Products and categories-The visibility settings for the products and categories associated with the answer will also affect the visibility. If the answer is assigned to a product or category that is not visible to customers on a particular interface, the answer will also not be visible to customers, unless it is assigned to another product or category that is visible on the interface. In other words, if you have an answer that is assigned to two products, and one of the products is not visible on the interface, but the other product is, your answer will appear on the interface. However, if the answer is assigned to two products, and neither product is visible on the interface, your answer will not appear on the interface under any circumstances.

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)

**NO.23** 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?

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

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 `&#8220;contact,&#8221;` 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)

**NO.24** 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](https://docs.oracle.com/cd/E26854_01/doc.121/e26585/alerts004.htm#CIHGIFIH)

**NO.25** 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 `&#8221;ACCESS_DENIED&#8221;`.

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

- \* Staff account credentials are not correct.
- \* Staff account profile does not have permission to access Knowledge Foundation API.
- \* For Site `&#8220;II_CONNECT_ENABLED&#8221;` Configuration setting is not turned on.
- \* For Site `&#8220;IP_CONNECT_ENABLED&#8221;` Configuration setting is not turned on.
- \* Knowledge Foundation API can only be used by an internal application.

**NO.26** Which two components are used by the Knowledge Advanced Task Management facility to automatically generate tasks? (Choose two.)

- \* configured workflow processes
- \* notification configuration
- \* privileges
- \* user roles
- \* content life cycle events

**NO.27** 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?

- \* Place at First
- \* Place at Top
- \* Historical usefulness
- \* Fixed at Top
- \* Fix First

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.

**NO.28** Which two components are used by the Knowledge Advanced Task Management facility to automatically generate tasks? (Choose two.)

- \* content life cycle events
- \* notification configuration
- \* configured workflow processes
- \* user roles
- \* privileges

Explanation

The Knowledge Advanced Task Management facility automatically generates tasks based on configured workflow processes and content life cycle events.

References:

Oracle Service Cloud, Knowledge Advanced User Guide, Release May 2017, page 14

[https://docs.oracle.com/cloud/november2016/servicecs\\_gs/FAAKA/Content\\_Management.htm](https://docs.oracle.com/cloud/november2016/servicecs_gs/FAAKA/Content_Management.htm)

**NO.29** 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.

**NO.30** What two factors are responsible for ranking of an answer? (Choose two.)

- \* display position
- \* number of answers linked to that answer
- \* number of searches for that answer article
- \* solved count based on customer activity

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)

**NO.31** Which two statements are true about Connect Web Services? (Choose two.)

- \* If there is a requirement to extend Agent Desktop, Connect Web Service cannot be used within a Desktop Add-In.
- \* Connect Web Services can be used to integrate with other applications that require Oracle Service Cloud Data including integrating from Agent Desktop Add-ins.
- \* Connect Web Services should only be used for read-only data.
- \* Connect Web Services can be used anytime you are looking to extend the functionality offered by Oracle Service Cloud.

**NO.32** Which three pieces of information can be obtained from the Knowledge Advanced Analytics standard reports?

(Choose three.)

- \* Words without Concepts
- \* Article Aging
- \* Click-ThroughRate of External Documents
- \* Questions with High Score Answer
- \* Search Accuracy

Explanation

Accessing Analytics Reports

Use the following procedure to access Knowledge Advanced Analytics reports.

To view the following reports, select Common, DataIntegration and the report.

To view the following reports, select OKCS and the report.

References:

Oracle Service Cloud, Knowledge Advanced Administration Guide, 18A, page 75

**NO.33** Which five components can be used to filter the Authoring inbox? (Choose five.)

- \* Product and Categories
- \* User
- \* Assignment status
- \* Rating
- \* Views
- \* Content Types
- \* Locales
- \* Consoleroles

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

**NO.34** Which two statements are true about the Connect Common Object Model? (Choose two.)

- \* An array object is a collection of primary objects.
- \* Primary objects contain either primitive data types or sub-objects.
- \* Sub-objects contain only primitive data types.
- \* CRUD operations can be performed on sub-objects only through their parent primary object.
- \* Primary objects have only independent life cycles.

Explanation

D: CRUD operations on Sub-Objects are done only via their parent object E: Primary objects have their own life cycle. Primary objects are objects with a unique ID (primary key) which can be directly created, read, updated, and deleted. All primary objects inherit from the RightNow RNOobject.

Primary objects have no set lifecycle in the Oracle RightNow Cx platform, meaning that once the objects are created, they exist in the system until they are deleted.

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