

DUMPS ARENA

Oracle Knowledge Management 2022 Implementation Professional

Oracle 1z0-1037-22

Version Demo

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QUESTION NO: 1

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**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.

QUESTION NO: 2

Which statement is true about dashboards?

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

ANSWER: B**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.

QUESTION NO: 3

In the Actions to Take drop-down list of Knowledge Advanced, which three actions can you use to tune a question?

- A. Add to Existing Concept
- B. Edit Concept
- C. Add a Concept
- D. Copy a Concept
- E. Add Synonyms

ANSWER: A B C**Explanation:**

The Actions To Take menu lists the tuning options for each object. Each object has a set of tuning actions, as displayed in the following table.

References:

https://docs.oracle.com/en/cloud/saas/service/18a/faaka/tuning-intelligent-search.html#c_Selecting_or_Entering_a_Question_to_Tune_aa1040311

QUESTION NO: 4

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

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

ANSWER: A C**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.html#c_Creating_Knowledge_Advanced_Views_ab1009963

QUESTION NO: 5

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: A D

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>

QUESTION NO: 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: C**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

QUESTION NO: 7

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 Stop words.
- 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**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_EnablingKnowledgeAdvancedonCustomerPortal

QUESTION NO: 8

How is unconditional linking different from conditional linking for a linked column in a report?

- A. Unconditional linking always opens the same report or dashboard, whereas conditional linking can open different reports or dashboards depending on the value you drill down.
- B. Unconditional linking can display summaries from a single table, whereas conditional linking can display summaries from several tables.
- C. Unconditional linking can be used only to open other reports, whereas conditional linking can open reports or dashboards.
- D. Unconditional linking is based only on variables, whereas conditional linking is based on run-time selectable filters.

ANSWER: A**Explanation:**

Report linking is a feature for creating links between reports. Linked reports and dashboards can be seamlessly opened from other reports, just as report levels can be opened from other levels in the same report. Both conditional and unconditional links can be created.

References:

https://docs.oracle.com/cloud/17d/servicecs_gs/FAMUG/topichead.htm#FAMUGg_report_control

QUESTION NO: 9

Which two statements are true about Connect Web Services for a SOAP Batch Operation? (Choose two.)

- A. The "CommitAfter" attribute can only be set at the end of the last transaction in a batch request.
- B. If bulk CRUD operations are used in a batch operation, the server will only allow for a total of 10,000 objects to be processed.
- C. A batch operation can be used to send multiple heterogeneous operation requests to the server in a single SOAP request.
- D. In a batch request, the server will allow up to 100 transactions.
- E. If a new transaction is in the batch request after the failed transaction, the transaction will not run.

ANSWER: B C**Explanation:**

B: Following upper limits are imposed on a given input payload for the Batch operation:

C: Batch sends a set of operations to the server in a single request.

QUESTION NO: 10

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. Console roles

ANSWER: B C E F G

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, Release May 2017, page 17