[Dec-2022 Practice Oracle 1Z0-1037-21 exam. Online Exam Practice Tests with detailed explanations! Pass 1Z0-1037-21 with confidence! [Q15-Q37

Practice Oracle Knowledge Management Cloud 1Z0-1037-21 exam. Online Exam Practice Tests with detailed explanations! Pass 1Z0-1037-21 with confidence!

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Q15. 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 Advancedobjects 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

Q16. Which two statements are true about the Connect Common Object Model? (Choose two.)
* An array object is a collection of primary objects.
* Primary objectscontain 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 RNObject.

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.

Q17. Your Customer wants to fetch specific contact details using an ROQL query. Their requirements are:

1. FetchContact 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 allthe 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 WHEREC.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

Q18. 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

Q19. Your client wants to import new answers. Which five fields are required by the Data Import Wizard? (Choose five.)

* Product/Category
* Keywords
* Status
* Access Level
* Assigned account value
* Attachments
* Summary
* Display Position
Explanation

In order for answers to appear on the customer portal, the Status, Access Level, Language, Product, andCategory 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.

References:

https://docs.oracle.com/cloud/november2016/servicecs_gs/FAABU/_BUIGuide-9.htm

Q20. Which two features can you use toconnect 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 levelknows 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

Q21. 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

Q22. You have created four individual reports that display different details related to four agents.

Your customer wants to view and search for data in these reports simultaneously.

What should you use?
* Standard report
* Dashboard report
* Cross Tabs report
* Cumulative report
* Custom report
Explanation

Dashboards are particularly useful for managers who need to view a wide range of data from different reports.

Using dashboards eliminates the needto open a large number of reports individually.

When viewing standard or custom reports, you generally open reports one at a time, and search for data in only the report that is active. However, you can view and search for data in several reports simultaneously by adding them to a dashboard. Each report in a dashboard retains the same functionality as if you opened the report separately, allowing you to access and work with a variety of data from one dashboard.

References:

https://docs.oracle.com/en/cloud/saas/service/18a/famug/analytics.html#dashboards

Q23. Which three statements are true bout 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 aquery 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 & Destroyoperations 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

Q24. 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

Q25. 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

Q26. How is unconditional linking different from conditional linking for a linked column in a report?

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

Q27. Contact X is assigned to a Platinum SLA, which allows the contact to create a total of 250 incidentsin 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

Afteryou 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

Q28. Your client wants a report to see all the incidents with status groupedunder the name of the contact. For an unresolved status, the queue information under which the incident is present should be displayed.

What should you use to display the details at different levels?
* Applied Filter
* Auto Filter
* Rollups
* Slicing
* Bucket Filter
Explanation

You can define rollup levels in a report to group data beneath headings in the report. You can add additional rollup levels to further break down the data under each heading by grouping data under sub-headings.

Usingrollups, you can group rows in a report that share the same value in the columns you select for the rollup levels. For example,

you could add rollups to an incident report to group incidents by their status, and then add an additional rollup level to groupthe incidents that have the same status by their assigned staff account.

References:

https://docs.oracle.com/cloud/february2017/servicecs_gs/FAMUG/_analytics.htm#FAMUGae1133175

Q29. Which statement is true about generic objects?
* A genericobject 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

Q30. 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

Q31. Which two report columns aredisplayed 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 answerdetails.

References:

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

Q32. You want to create a report in which a row gets highlighted based on a condition you specify and email alerts are sent out when data in the generated report meets the specified condition.

What should you use in your report?
* Data exception
* Conditional formatting
* Conditional linking
* Docked filters
Explanation

An exception is a method of highlighting report data that meets certain criteria. Data exceptions also allow email alerts to be sent when data in ascheduled report meets the exception criteria.

References:

https://docs.oracle.com/cloud/february2017/servicecs_gs/FAMUG/topichead.htm#FAMUGevent

Q33. How do you pass Oracle Service Cloud username and password credentials to RightNowSyncPortClient?
* _service = newRightNowSyncPortClient();_service.UserName = “test” ;_service.Password =

“password”;
* _service = new RightNowSyncPortClient();_service.ClientCredentials.UserName.UserName = “test”

;_service.ClientCredentials.UserName.Password = “password”;
* _service =new RightNowSyncPortClient();_service.ClientCredentials.UserName = “test”

;_service.ClientCredentials.Password = “password”;
* _service = new RightNowSyncPortClient();_service.UserName.UserName = “test”

;_service.UserName.Password = “password”;
Explanation

Example code:

var _client = new RightNowSyncPortClient();

_client.ClientCredentials.UserName.UserName = “”;

_client.ClientCredentials.UserName.Password = “”;

References:

http://eatcodelive.com/2016/05/19/get-all-users-from-oracle-rightnow-soap-api-with-c/

Q34. 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 automaticallysynchronizes 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 tasksyou 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

Q35. In Oracle Knowledge Advanced, which shortcut key opens an external answer in a browser?
* Ctrl + A
* Ctrl + T
* Ctrl + N
* Ctrl + O
To open in a browser (for external documents) use Ctrl + K + O

References:

https://docs.oracle.com/cloud/november2016/servicecs_gs/FAUKA/User_AgentDesktop.htm#FAUKAControllin

Q36. How can you access the Report Explorer?
* Home > Configuration > Report management > Report explorer
* Home > Configuration > Report Explorer
* Home > Analytics > Report Explorer
* Home > Analytics > Report management > Report explorer
* Home > Configuration > Report management
Explanation

To access Knowledge Advanced Analytics:

References:

Oracle Service Cloud, Using Knowledge Advanced, Release May 2016, page 75

Q37. 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 variablesin the report, bypassing the Search window.

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