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QUESTION NO: 1

What are the standard status types for answers?

- A. Private, Published, Proposed, Review
- B. Public, Proposed
- C. Published, Proposed
- D. Private, Public

ANSWER: D

Explanation:

The status of an answer that determines whether it can be viewed by customers. The default answer status types are Public and Private.

References:

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

QUESTION NO: 2

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

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

ANSWER: A C

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

QUESTION NO: 3

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: 4

Which two statements are true about knowledge base articles of Oracle Service Cloud? (Choose two.)

- A. Answer articles can contain variables.
- B. Answer articles can be archived but not deleted.
- C. Answer articles can be copied.
- D. Multiple answers cannot be updated simultaneously.
- E. Answer articles cannot be printed.

ANSWER: A C

QUESTION NO: 5

Your client wants a report to see all the incidents with status grouped under 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?

- A. Applied Filter
- B. Auto Filter
- C. Rollups

- D. Slicing
- E. Bucket Filter

ANSWER: C

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.

Using rollups, 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 group the incidents that have the same status by their assigned staff account.

References:

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

QUESTION NO: 6

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: 7

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

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>

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

You enter a word in the Manage Search Query tool field “Tune a Question” that Knowledge Advanced does not recognize.

Which statement is true?

- A. The tuning process automatically corrects it.
- B. You must check if alternative synonyms exist.
- C. You must correct the spelling manually.
- D. Knowledge Advanced does not accept words that are not in the dictionary.

ANSWER: C

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

QUESTION NO: 10

A customer has a problem with a damaged battery and searches your knowledge base with the search term “battery damage issue.” 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: A

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.