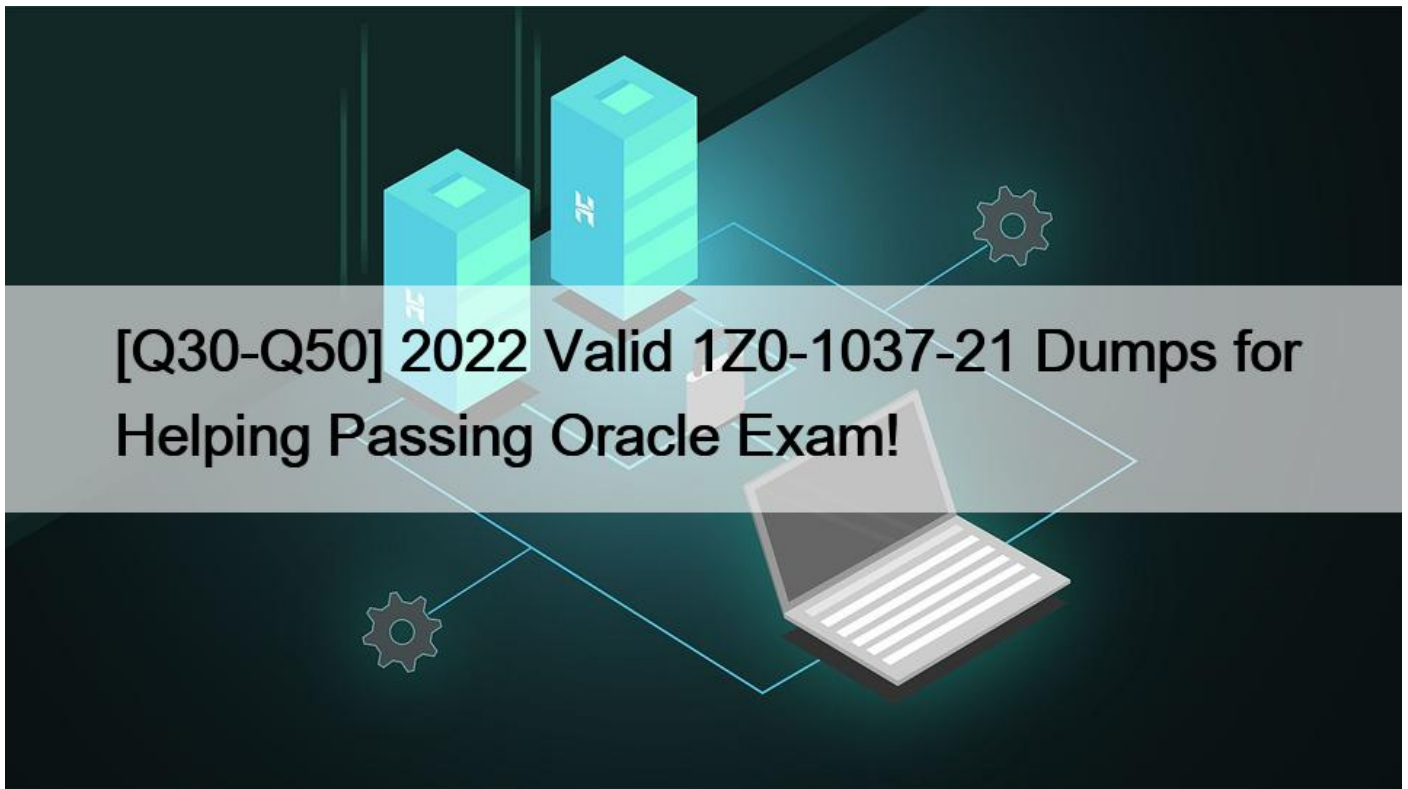


[Q30-Q50] 2022 Valid 1Z0-1037-21 Dumps for Helping Passing Oracle Exam!



2022 Valid 1Z0-1037-21 Dumps for Helping Passing Oracle Exam! Download Free Oracle 1Z0-1037-21 Exam Questions & Answer NEW QUESTION 30

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

- * Add to Existing Concept
- * Edit Concept
- * Add aConcept
- * Copy a Concept
- * Add Synonyms

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_

NEW QUESTION 31

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

- * The `“CommitAfter”` attribute can only be set at the end of the last transaction in a batch request.

- * 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.
- * A batch operation can be used to send multiple heterogeneous operation requests to the server in a single SOAP request.
- * In a batch request, the server will allow up to 100 transactions.
- * If a new transaction is in the batch request after the failed transaction, the transaction will not run.

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.

NEW QUESTION 32

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

- * Answer articles can contain variables.
- * Answer articles can be archived but not deleted.
- * Answer articles can be copied.
- * Multiple answers cannot be updated simultaneously.
- * Answer articles cannot be printed.

NEW QUESTION 33

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

NEW QUESTION 34

Which three statements are true about 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 a query 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 & Destroy operations 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

NEW QUESTION 35

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

- * Request Review
- * All Requests
- * Archived Request
- * Active Request

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 36

Which action cannot be performed on a dashboard?

- * send queued dashboards to comma-separated values (CSV) file

- * add a web browser to a dashboard
- * open a report for editing from a dashboard
- * queue a dashboard manually

NEW QUESTION 37

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?

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

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 38

An authorized Knowledge Advanced user has created a translated document from a master document, but later wants to remove it from the system. The system does not allow the user to delete the translated document.

What can be the reason for this?

- * The user cannot delete it because it directly affects the reference document that the translation document is based upon.
- * The user cannot delete the translated document; you have to remove it from the user's access by unpublishing a version.
- * The user cannot delete the translated document because version numbers between the various localized versions are dependent on each other.
- * The user needs Admin permission to delete the translated document.

Explanation

You cannot delete translated documents; you can remove them from user access by unpublishing a version.

References:

Oracle Service Cloud, Knowledge Advanced Administration Guide, November 2016, page

NEW QUESTION 39

Which two statements are true about replacement tokens? (Choose two.)

- * They enable re-use of existing content of any data type in variables.
- * They enable management of standardized content from a single resource.
- * They enable creation and storage of complex content consisting of integrated text and images multiple times.
- * They enable re-use of content in a standardized form.

Explanation

Replacement tokens enable you to do the following:

References:

Oracle Service Cloud, Knowledge Advanced Administration Guide, 18A, page 25

NEW QUESTION 40

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

NEW QUESTION 41

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

NEW QUESTION 42

After how many categories will you see a search box that you can use to locate a subset of the categories in Knowledge Advanced?

- * 1000
- * 100
- * 50
- * 500

Explanation

If there are more than 100 work teams, you will see a search box you can use to locate a subset of the work teams.

References:

Oracle Service Cloud, Knowledge Advanced Administration Guide, 18A, page 70

NEW QUESTION 43

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?

- * Runtime Selectable filter
- * Docked filter
- * Restricted Filter
- * Fixed filter
- * StandardFilter

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 44

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

NEW QUESTION 45

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 variables in the report, bypassing the Search window.

NEW QUESTION 46

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 a scheduled report meets the exception criteria.

References:

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

NEW QUESTION 47

Which filter type should you use in a report to display data in a tree structure?

- * Auto filter
- * Rollup
- * Slicing by column
- * Slicing by bucket

Explanation

Slicing a report allows you to group tabular data sharing common values in fields included in the report.

Slicing a report allows you to group tabular data sharing common values in fields included in the report. You can then select from the slice tree or links and view only the report data that matches the selected field values.

References:

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

NEW QUESTION 48

Which two actions must you perform to configure the Social Monitor? (Choose two.)

- * Setup a Social Monitor search schedule.
- * Add or update a list of favorites.
- * Add or update navigation sets to include the Social Monitor navigation button and component.
- * Add or update profiles to include permission to add themes and clustering.
- * Add or update profiles to include the Social Monitor permissions.
- * Add or update staff accounts to use profile that include Social Monitor permissions.

Explanation

Social monitoring must be enabled for your site. To enable social monitoring, contact your Oracle account manager.

Procedure

References:

https://docs.oracle.com/cloud/may2017/servicecs_gs/FAMUG/_social.htm#FAMUGth_SocialMonitor

NEW QUESTION 49

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 need to 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>

NEW QUESTION 50

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

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

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_

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<https://www.testkingfree.com/Oracle/1Z0-1037-21-practice-exam-dumps.html>