

Oracle

1Z0-1037 Exam

**Oracle Knowledge Management Cloud 2019 Implementation
Essentials**

**Questions & Answers
Demo**

Question: 1

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: 2

How can you access the Report Explorer?

- A. Home > Configuration > Report management > Report explorer
- B. Home > Configuration > Report Explorer
- C. Home > Analytics > Report Explorer
- D. Home > Analytics > Report management > Report explorer
- E. Home > Configuration > Report management

Answer: C

Explanation

To access Knowledge Advanced Analytics:

References:

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

Question: 3

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?

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

Answer: B

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

Question: 4

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: 5

What does the response requirement in an SLA specify?

- A. the overall maximum time limit for the initial response and resolution for each incident.
- B. individual time limits for the initial response time and subsequent resolution as per the business hours.
- C. initial response time limit to all customer inquiries within one business day.
- D. the maximum number of days allowed for the resolution of an incident as per the business hours.

Answer: A

Explanation

Service level agreements (SLA) in Oracle RightNow Cloud Service (Service) control the type and amount of support you offer your customers.

Using response requirements, you can track the effectiveness of your customer service and determine whether staff members are meeting defined service goals for initial response and incident resolution times.

References:

https://docs.oracle.com/cloud/17d/servicecs_gs/FAMUG/_service.htm#FAMUGth_ServiceLevelAgreements

Question: 6

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?

- A. Data exception
- B. Conditional formatting
- C. Conditional linking

D. Docked filters

Answer: A

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

Question: 7

Which three components do you configure in Oracle Service Cloud that are synced to Knowledge Advanced? (Choose three.)

- A. Product and Categories
- B. API Roles
- C. Console roles
- D. Web roles
- E. Workflows

Answer: A C D

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

Question: 8

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

- A. Set up a Social Monitor search schedule.

- B. Add or update a list of favorites.
- C. Add or update navigation sets to include the Social Monitor navigation button and component.
- D. Add or update profiles to include permission to add themes and clustering.
- E. Add or update profiles to include the Social Monitor permissions.
- F. Add or update staff accounts to use profile that include Social Monitor permissions.

Answer: C E

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

Question: 9

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: 10

Which three statements are true about the limitations of Connect Web Services? (Choose three.)

- A. When executing a query against a report database, a maximum of 20,000 rows can be returned.
- B. When executing a query against an operational database, a maximum of 20,000 rows can be returned in a single request.

- C. The server enforces a maximum of 10,000 objects when invoking any one of the Create, Get, Update or Destroy operations.
- D. When executing a query against a report database, a maximum of 100,000 rows can be returned.
- E. When executing a query against an operational database, a maximum of 100,000 rows can be returned in a single request.
- F. 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.

Answer: D E F

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-001581E2ACC/>

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

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