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Latest Exam Guide & Learning Materials

Exam : **1z0-1037-22**

Title : Oracle Knowledge
Management 2022
Implementation Professional

Vendor : Oracle

Version : DEMO

NO.1 In Knowledge Advanced, if 1000 documents were linked to cases 1000 times before tuning, then how many times should they be linked after tuning, such that the tuning impact is negative and you may need to revise the changes?

- A. 500
- B. 100
- C. 1000
- D. 250

Answer: C

Explanation:

Estimated Improvement. This is a numeric value that represents the positive or negative change. Generally, when more answers with higher click-throughs are promoted, or moved up the result list, the tuning had a positive impact. When more answers with lower click-throughs are moved up the result list, this can indicate that the tuning had a negative impact.

Reference:

https://docs.oracle.com/en/cloud/saas/service/18a/faaka/tuning-intelligent-search.html#c_Analyzing_Tuning_Impact_on_Similar_Questions_aa1030048

NO.2 Which two statements are true about replacement tokens? (Choose two.)

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

Answer: A,D

Explanation:

Replacement tokens enable you to do the following:

Reference:

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

NO.3 Examine these statements about products, categories, and dispositions:

1. Maximum hierarchy level of product/category is five.
2. A disposition cannot be seen in the customer portal.
3. Deleting a product classification will not cause any issue in rules.
4. A parent product can only be deleted after deleting all child products.

Which statements are true?

- A. 2 & 4
- B. 1 & 2
- C. 2 & 3
- D. 3 & 4
- E. 1 & 4

Answer: A

NO.4 Your Customer wants to fetch specific contact details using an ROQL query. Their requirements are:

1. Fetch Contact 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 all the requirements?

- A.** String queryString = "USE REPORT; SELECT id, C.First, C.Last FROM Contact C WHERE C.Name.First like 'A%' ORDER BY Contact.First;
- B.** 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;
- C.** String queryString = "USE REPORT; SELECT id, Name.First, Name.Last FROM Contact C WHERE Name.First = 'A%' ORDER BY Contact.Name.First;
- D.** 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;

Answer: D

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.

Reference:

https://docs.oracle.com/en/cloud/saas/service/18a/cxsvc/c_osvc_roql_tabular_queries.html

NO.5 You want to create a report in which your customer can enter any date and generate all the incidents created on that date.

Which type of report and variable should you use?

- A.** Standard report with User Defined List variable
- B.** Custom report with Ad Hoc Value variable
- C.** Standard report with Replacement Value variable
- D.** Custom report with Predefined List variable

Answer: B

Explanation:

There are several types of variables you can use, including predefined lists, user-defined lists, ad hoc values, and replacement values. Each of these serves a unique function.

Ad Hoc Value. Select this type to allow staff members to type their own value for the parameter at run-time, without having to select from a list. For example, an individual using the report types the exact expression or string to use as the variable value.

When you select this type, you must select a data type for the variable.

NO.6 Which two statements are true about Knowledge Advanced views? (Choose two.)

- A.** You must create Views to map Knowledge Advanced objects and functionality to the Oracle Service cloud 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.** View cannot be renamed or deleted but only modified.

E. In Oracle Service Cloud if you have multiple interfaces to support multiple languages or locales then you must create a view for each interface.

Answer: C,E

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:

Reference:

https://docs.oracle.com/en/cloud/saas/service/18a/faika/configuring-knowledge-advanced-within-service-cloud.html#c_Creating_Knowledge_Advanced_Views_ab1009963

NO.7 Which three statements are true about processing options in Web Services? (Choose three.)

A. SuppressExternalEvents = true and SuppressExternalRules = true indicates to the server that External Event and Business Rules should execute on operation completion.

B. SuppressExternalEvents and SuppressRules properties can also be defined for GetProcessingOptions.

C. SuppressExternalEvents = true and SuppressExternalRules = true indicates to the server that External Event and Business Rules should not be triggered.

D. SuppressExternalEvents and SuppressExternalRules properties can be defined only for Create, Update, and Destroy Processing Options.

E. FetchAllNames = true indicates the server that it should fetch all Names but does not fetch IDs.

F. FetchAllNames property of GetProcessingOptions indicates to the server that all NameID Types should include both Name and ID.

Answer: B,C,F

Explanation:

A: UpdateProcessingOptions include SuppressExternalEvents and SuppressRules.

B: FetchAllNames signals to the server that all NamedID types should include both the Name and the ID for that field.

C: SuppressExternalEvents is used to indicate that external events should not run after the operation completes.

SuppressRules is used to indicate that business rules should not run after the operation completes.