

# Oracle 1Z0-1071-24

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## Question: 1

Which two statements about skills are true?

Response:

- A. Skills can access back-end services.
- B. Skills always use natural languages processing (NLP).
- C. Skills have dialog flows that you may configure to create conversation.
- D. Customers can only chat with skill when those skills managed by a digital assistant.

**Answer: A,D**

## Question: 2

A user is in the middle of a conversation flow with a digital assistant but then triggers the Exit system intent by saying "get me out of here". Which statement is true?

Response:

- A. Because the user didn't explicitly specify the invocation name of the skill when exiting, the user will always be prompted to confirm exiting the current conversation.
- B. The conversation can only be exited if the current context score is lower than the Exit Skill Confirmation digital assistant routing parameter.
- C. The conversation can only be exited if the current context score is greater than the Exit Skill Confirmation digital assistant routing parameter.
- D. The conversation will resume at a state in the skill defined by a digital assistant parameter.
- E. Depending on digital assistant routing parameters, the user will be prompted to confirm exiting from the current conversation.

**Answer: C**

## Question: 3

How do you declare a context variable for an entity?

Response:

- A. Set the variable type to "nlresult".
- B. Set the variable type to the same name as the entity.
- C. Set the variable type to "entity".
- D. Set the variable type to "map" and reference the value by the entity name.

**Answer: C**

### Question: 4

Error handlers can be defined in various locations with different scopes. Which three statements are true about error handling?

Response:

- A. An error handler can be defined as a transition on any dialog flow state in a skill.
- B. The system error handler is called in case of an error when no error handling is defined on the current dialog flow state or as a default transition.
- C. You can define a system-wide custom error handler at the digital assistant level.
- D. Implicit error handling is always performed even if there are other error handlers defined in the flow.
- E. An error handler can be defined globally for a skill using the defaultTransition error transition.

**Answer: B,C,D**

### Question: 5

Which three statements are FALSE regarding entity resolution using a composite bag?

Response:

- A. The composite bag will automatically resolve any entity values found in the initial user input.
- B. Each entity item in the composite bag can have only one value.
- C. When a user inputs entity values, they can only be resolved in the order in which they are defined within the composite bag.
- D. Every entity item in the composite bag must be prompted for and have a value entered.
- E. You can define validation code using Apache Freemarker for entity item values.
- F. You can define multiple prompts for each entity item in the composite bag.

**Answer: C,D,F**

### Question: 6

Which two components can be used in combination with composite bag entities to auto-generate skill responses and flows from definitions saved in bag items?

Response:

- A. System.ResolveEntities
- B. System.Text
- C. System.MatchEntity

- D. System.CommonResponse
- E. System.List

**Answer: A,D**

### Question: 7

Select the FALSE statement regarding confidence levels when routing within a digital assistant.  
Response:

- A. Confidence level is the intent engine's score for utterance classification.
- B. If other intents that exceed the confidence threshold have scores that are within that of the top intent by less than the win margin, these intents are also presented to the user.
- C. All skills within a digital assistant must have the same confidence threshold.
- D. A confidence threshold is a value that's compared to the confidence level by the system, intent component to define the next action.

**Answer: D**

### Question: 8

You want your skill to transfer conversations over to Oracle Service Cloud customer service representatives. Which type of channel do you create to enable the skill to do this?  
Response:

- A. Agent Integrations
- B. System
- C. Applications
- D. Users

**Answer: A**

### Question: 9

As per Oracle's recommendation, which is the best practice regarding conversational design?  
Response:

- A. Use quick reply buttons (as opposed to natural language inputs) as much as possible.
- B. Ask users open-ended questions such as "how can I help you?"
- C. Ensure that capabilities of the bot (the things that it can and can't do) are clear and discoverable.
- D. To account for possible mistakes, make it clear to users that the bot is still learning.

**Answer: B**

### Question: 10

You have a use case that calls for users to enter a series of complex values. What would you do to ensure that users enter these values correctly with the least effort?

Response:

- A. Create a dedicated skill for collecting and validating input and pair it with a skill for processing the validated input.
- B. Create a composite agent for the types of values, and then add a regex entity to handle validation.
- C. Use a system.common Response component to aggregate and validate user input.
- D. Create a web view service which connects the skill to a web app that renders as a form and provides features such as input validation and option buttons.

**Answer: B**

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