

QUESTIONS & ANSWERS

Kill your exam at first Attempt



Oracle

1Z0-980

Oracle Knowledge Management Cloud 2017 Implementation Essentials

<https://killexams.com/pass4sure/exam-detail/1Z0-980>



QUESTION: 66

In Oracle Knowledge Advanced, which shortcut key opens an external answer in a browser?

- A. Ctrl + A
- B. Ctrl + T
- C. Ctrl + N
- D. Ctrl + O

Answer: D

Explanation:

To open in a browser (for external documents) use Ctrl + K + O

References:

https://docs.oracle.com/cloud/november2016/servicecs_gs/FAUKA/User_AgentDesktop.htm#FAUKAControlli

QUESTION: 67

Which three values does Knowledge Advanced use to calculate whether the answers returned have improved? (Choose three.)

- A. the total number of times the search has been made with the search string containing the title of the document
- B. the total number of times documents were clicked on
- C. the number of cases linked to the top answer
- D. the number of times the “Is this answer helpful?” option has been selected as “Yes”
- E. the number of times documents were clicked on as a result after a particular answer

Answer: B, D, E

Explanation:

The answers your customers search for are sorted so the ones that are expected to be most useful are listed first. Three techniques are used to automatically rank and organize

answers.

References:

https://docs.oracle.com/cloud/november2016/servicecs_gs/FACAI/AdministeringAccessibility-4.htm

QUESTION: 68

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: 69

Which three types of answers can be added to the knowledge base? (Choose three.)

- A. XML
- B. TEXT
- C. HTML
- D. URL
- E. File Attachment

Answer: C, D, E

Explanation:

If you have an existing knowledge base and you would like to migrate that content into a knowledge base, you must create specific Content Types for that content to migrate to.

Before you migrate your knowledge base, create the following Content Types:

C: HTML - These answers represent HTML content. You create an HTML article by entering text in the Summary, Question, and Answer fields on the Add Content page.

D: URL - These answers represent URLs to external content. You create a URL article by entering the URL of the document that is to be the answer source for the given question in the URL field of the Add Content page. The URL must be to one specific page and not to a page containing links to additional sources or external collections. It is also important to enter a descriptive Summary and Question as Knowledge Advanced uses the information in these two fields when conducting internal searches for documents. For customer searches, Knowledge Advanced also indexes the destination URL so it can be searched.

E: Attachment - These answers represent standalone documents attached to the answer. You create an attachment article, select the attachment to use from the Attachment link on the Add Content page.

FAQ - These answers represent frequently asked questions.

KCS - These answers represent similar content from KSC articles. Manual - These answers represent application manuals.

References:

https://docs.oracle.com/cloud/may2017/servicecs_gs/FAUKA/Content_Authoring.htm#FAUKAcontent_authori

QUESTION: 70

Which three pieces of information can be obtained from the Knowledge Advanced Analytics standard reports? (Choose three.)

- A. Words without Concepts
- B. Article Aging
- C. Click-Through Rate of External Documents
- D. Questions with High Score Answer
- E. Search Accuracy

Answer: A, B, C

Explanation:

Accessing Analytics Reports

Use the following procedure to access Knowledge Advanced Analytics reports. To view the following reports, select Common, Data Integration and the report. To view the following reports, select OKCS and the report.

QUESTION: 71

Which three statements are true about processing options in Web Services? (Choose

three.)

A. Suppress External Events and Suppress Rules properties can also be defined for Get Processing Options.

B. Fetch All Names property of Get Processing Options indicates to the server that all NameID Types should include both Name and ID.

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

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

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

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

Answer: A, B, C

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.



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