



# 1Z0-1071-20<sup>Q&As</sup>

Oracle Cloud Platform Digital Assistant 2020 Specialist

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**QUESTION 1**

You are writing a dialog flow and you are at the end of the conversation. For the final state, you are not sure whether to use a return transition or use a next transition that goes to the start of the dialog flow. Which statement is true?

- A. The next and return transitions are the same and you can use them interchangeably.
- B. The return transition goes to the start of the dialog flow and resets all variables, whereas next simply navigates.
- C. The next transition automatically clears variables on navigation, whereas return doesn't.
- D. The next transition can only be used for forward navigation in the flow.

Correct Answer: D

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**QUESTION 2**

Select the FALSE statement regarding Oracle's recommendation for defining your bot's personality and conversational design.

- A. You should hide from users the fact that they are communicating with a bot and give them the impression that it's a human they are interacting with.
- B. You should consider naming your bot and using an appropriate avatar.
- C. Your bot should have a persona that matches that of your target audience.
- D. Words carry emotions and you should carefully consider verbiage and tone in your dialog responses.

Correct Answer: B

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**QUESTION 3**

For live-agent transfer, you want the bot-user conversation history to become available to the human agent that the conversation is transferred to.

How do you make this conversation history available?

- A. In the skill settings, either switch Enable Insights to On or switch Skill Conversation to On, depending on the Digital Assistant version.
- B. This is controlled from Oracle Service Cloud and has to be turned on by setting a custom property.
- C. Set a custom property on the Oracle Service Cloud instance that's accessed by Oracle Digital Assistant.
- D. Set the convHistory property in the system.Agentinitiation component.

Correct Answer: C

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**QUESTION 4**

Which two statements are true for the system.webview component?

- A. Parameters passed from the skill to the web application cannot be accessed through JavaScript.
- B. Property names in the web application response payload must match with the variable names in the dialog flow.
- C. When registering web applications in a skill, bot designers can see the data structure returned by the app
- D. Parameters passed from the skill to the web application are accessible through JavaScript.
- E. The webview.onDone parameter is automatically added to the payload and passes the skill's callback URL property to the web application.

Correct Answer: AD

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**QUESTION 5**

Consider this code snippet:

```
webview:
  component: "System.Webview"
  properties:
    sourceVariableList: "fullname, amount"
    variable: "outputfromweb"
    prompt: "Tap the link to file your dispute."
    service: "DisputeFormService"
  transitions:
    next: "output"
```

Which two statements about this code are true?

- A. The system.webview component acts a gateway to a web app by naming the Webview service,
- B. e., DisputeFormService, in the code snippet.
- C. If the web app returns any values, the System.webview component will store them in the outputfromweb variable.
- D. This code snippet supports only one variable as a return value from the web application. When there are multiple return values, they need to be comma-separated. For example: variable: "outputfromweb1, outputfromweb2 M
- E. The web app returns two values and will store them in the fullname and amount variables, respectively.

Correct Answer: AB

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**QUESTION 6**

Which property in system.ResolveEntities, when set to true, enables a temporary transition from the entity matching



performed by this component to a state in which you may decide to call a custom component?

- A. transitionMatch
- B. transitionBeforeMatch
- C. transitionAfterMatch
- D. There is no such property, because this component is a closed system.

Correct Answer: C

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### QUESTION 7

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?

- A. Depending on digital assistant routing parameters, the user will be prompted to confirm exiting from 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. 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.
- E. The conversation will resume at a state in the skill defined by a digital assistant parameter.

Correct Answer: C

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### QUESTION 8

Error handlers can be defined in different locations with different scopes Which statement is FALSE regarding the placement of error handlers?

- A. An error handler can be defined globally for a skill using the defaultTransition error transition.
- B. An error handler can be defined as a transition on any dialog flow state in a skill.
- C. 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.
- D. You can define a system-wide custom error handler on the digital assistant level.

Correct Answer: A

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### QUESTION 9



Which two statements are true the purpose of the compose bag entity item Out of Order Extraction property?

- A. It should not be used for String entity items.
- B. When set to True, an entity item value can be updated when prompting for a different entity item value.
- C. Only set to True, an entity item value can be updated when prompting for a different entity item value.
- D. Only when set to true can entity values be specific in any order in the initial user input.
- E. When set to True, an entity item cannot be resolve until a dependent entity item is first resolved.

Correct Answer: CE

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### QUESTION 10

You are advised to implement an 80/20 split with training and test utterances. This means that 80% of new utterances harvested from the conversation logs should be used as intent training utterances and 20% for testing.

Why is this a good practice?

- A. Adding 100% of user phrases to the intent would overload the model.
- B. Batch testing works more efficiently when there is a ratio of one test utterance for every five training utterances.
- C. By performing an 80/20 split, you are randomizing which data is added to the utterances.
- D. By keeping 20% for testing, you are able to test the model with data on which it has not been specifically trained.

Correct Answer: A

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### QUESTION 11

What does this dialog flow do?



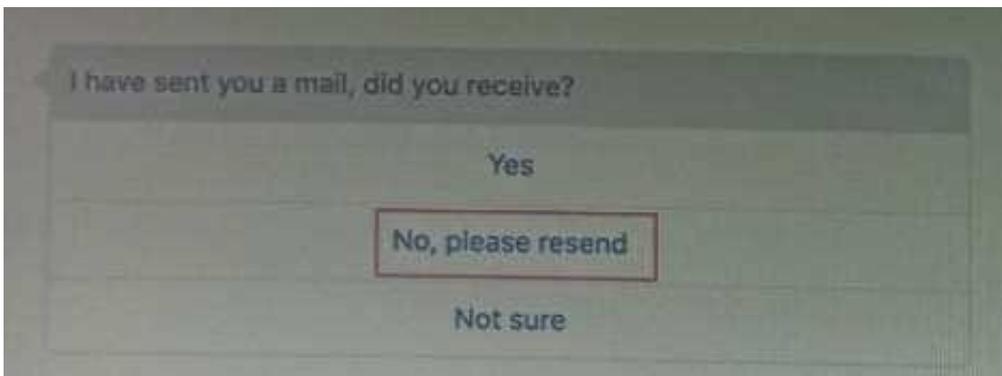
```
handleUnresolvedIntent:
  component: "System.ConditionEquals"
  properties:
    variable: "unresolvedIntentCount"
    value: "3"
  transitions:
    actions:
      equal: "resetUnresolvedIntentCount"
      notequal: "incrementUnresolvedIntent"
resetUnresolvedIntentCount:
  component: "System.ResetVariables"
  properties:
    variableList: "unresolvedIntentCount"
  transitions:
    next: "handleProblems"
incrementUnresolvedIntent:
  component: "System.SetVariable"
  properties:
    variable: "unresolvedIntentCount"
    value: "<#if unresolvedIntentCount.value??>${unresolvedIntentCount.value?number+1}<#else>1</#if>"
  transitions:
    next: "tryAgain"
tryAgain:
  component: "System.Output"
  properties:
    text: "I don't understand that."
  transitions:
    next: "intent"
```

- A. It logs how many times it takes each user to enter an utterance that resolves to an intent.
- B. It loops back to the intent state until the user enters an utterance that resolves to an intent.
- C. If the user does not enter an utterance that resolves to an intent within three tries, it transitions to a state to handle the user problem.
- D. It stops the conversation if the user can't enter any utterances that resolve to an intent.

Correct Answer: C

## QUESTION 12

Take a look at the output of a system.List component in the screenshot below, and note how one of the items includes a comma (,).



In the code below, what value would you assign to the option property for it to display items for `Yes`, `No, please`, and `Not sure`?



```
8 context:
9   variables:
10    emailReceive: "string"
11  states:
12    askGreeting:
13      component: "System.List"
14      properties:
15        options:
16          prompt: "I have sent you a mail, did you receive?"
17          variable: "emailReceive"
18    start:
19      component: "System.Output"
20      properties:
21        text: "${emailReceive.value}"
22      transitions:
23        return: "done"
```

- A. options: ["Yes","No, please resend","Not sure"]
- B. options: "Yes, No\u002C please resend. Not sure"
- C. options: Yes, No\u002C please resend, Not sure
- D. options: "\\Yes\\, \\No, please resend\\, \\Not sure\\"
- E. options: [[Yes]. please resend]. [Not sure]]

Correct Answer: E

### QUESTION 13

To prepare the remote application launch, the System, Webview component calls an intermediary service that prepare the remote web application call. The code snippet is given below:

```
callWebview:
  component: "System.Webview"
  properties:
    service: "oracletravelweb"
    sourceVariableList: "origin,destination"
    variable: "webviewresponse"
    prompt: "Press 'Open Oracle Travel' to complete your reservation"
    linkLabel: "Open Oracle Travel"
    cancelLabel: "Cancel"
  transitions:
    next: "evaluateWebviewResponse"
  actions:
    textReceived: "onCancel"
    cancel: "onCancel"
```

At run time, the system.Webview component sends the intermediary service a POST request. Which three options are true for the POST payload generated based on the code?

- A. Bot designer is responsible to manually add the webview.onDone parameter to the payload.
- B. The key names match the name of the dialog flow variables configured in the "sourceVariableList" property of the system.webview component.



- C. The webview.onDone parameter is automatically added to the payload and it passes the skill's callback URL property to the web application.
- D. The POST payload is a JSON object that contains an array of key-value pairs.
- E. There is no such webview.onDone property passed to the payload.

Correct Answer: ACD

#### QUESTION 14

Which three options are true for this dialog flow code?

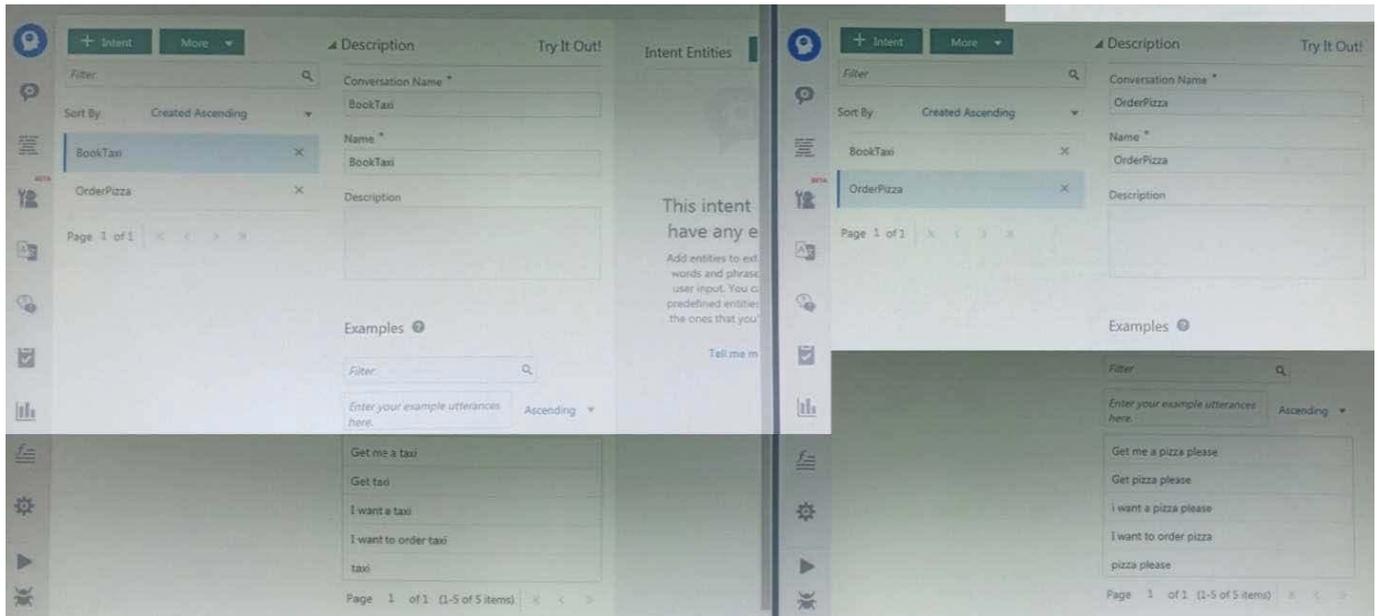
```
27 startBalances:
28   component: "System.SetVariable"
29   properties:
30     variable: "accountType"
31     value: "${!Result.value.entityMatches['AccountType']}[0]}"
32   transitions: {}
33 askBalancesAccountType:
34   component: "System.List"
35   properties:
36     options: "${accountType.type.enumValues}"
37     prompt: "For which account do you want your balance?"
38     variable: "accountType"
39   transitions: {}
```

- A. The code is poorly programmed because the accountType variable will be set twice.
- B. The system.List component always displays a list of options, regardless of the value of accountType.
- C. If System.SetVariable sets accountType to a value, the System.List component does not display a list of options.
- D. Usage of empty transitions is a bad practice because it can lead to unexpected results.
- E. If no accountType value is set in the startBalances state, the Dialog Engine moves to the next state, askBalancesAccountType, which lists options for different account types.

Correct Answer: BCE

#### QUESTION 15

View the Exhibit.



You have been asked to review a skill for its readiness for go live. Which four issues would you raise as a priority?

- A. The unresolvedIntent has not been trained.
- B. The utterances have too much commonality.
- C. All utterances should start with an uppercase letter and end with a period.
- D. The word "please" may inadvertently skew the results.
- E. You should never have single-word utterances.
- F. The number of utterances looks to be too low and artificial for a go-live.

Correct Answer: ABDF

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