1Z0-1071-20^{Q&As}

Oracle Cloud Platform Digital Assistant 2020 Specialist

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QUESTION 1

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

A. Ask users open-ended questions such as "how can I help you?"

B. To account for possible mistakes, make it clear to users that the bot is still learning.

C. Use quick reply buttons (as opposed to natural language inputs) as much as possible.

D. Ensure that capabilities of the bot f the things that it can and can\\'t do") are clear and discoverable.

Correct Answer: A

QUESTION 2

Which is NOT used to tune routing behavior?

A. the classifier\\'s F1-score

B. the built-in system intent confidence threshold

C. the confidence win margin

D. candidate skills\\' confidence thresholds

Correct Answer: A

QUESTION 3

Which two statements about using the OAuth2 client credential grant type in Oracle Digital Assistant are correct?

A. The OAuth2 client credential grant type does not require a bot user to authenticate and instead uses a shared clientId and secret.

B. The user must be logged in to an identity service provider using his or her username and password to obtain a client credential access token

C. You use the Oracle Digital Assistant Authentication Service with the system. 0Auth2client component to obtain a client credential access token.

D. The client credential grant type requires the system.OAuth2AccountLink component to obtain a token that propagates a user\\'s identity between distributed systems.

E. The OAuth2 client credential grant type uses the system. Webview built-in component to perform social media login.

Correct Answer: AC

QUESTION 4

What happens if there is a system error and the state does not have an error action?

A. The skill transitions to the state that is defined by the defaultTransitions error action. If there isn\\'t one, then it outputs the Unexpected Error Prompt value.

B. The skill transitions to the state that is defined by the next action. If there isn\\\'t one, then it transition to the defaultTransitions error action.

C. The skill transitions to the state that is defined by the next action.. If there isn\\'t one, then it transitions to the next state in the dialog flow.

D. The skill outputs the Unexpected Error Prompt value and then transitions to the state that is defined by the defaultTransitions error action. If there isn\\\'t one, then it ends the conversation.

Correct Answer: C

QUESTION 5

The agentActions property in the System.AgentInitiation component:

A. Defines the states to which agents can optionally transfer a user when the agent ends the chat.

B. Sets the message to be displayed when an agent is first connected to a chat session.

C. Sets the message to be displayed if an agent refuses a chat request.

D. Sets the agent\\'s post-chat configuration (for example, "ready", "wrap", and so on).

Correct Answer: A

QUESTION 6

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

A. You can define multiple prompts for each entity item in the composite bag.

B. The composite bag will automatically resolve any entity values found in the initial user input.

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. Each entity item in the composite bag can have only one value.

E. Every entity item in the composite bag must be prompted for and have a value entered.

F. You can define validation code using Apache Freemarker for entity item values.

Correct Answer: ACE

QUESTION 7

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?

A. System.ResolveEntities

B. System.Text

C. System.MatchEntity

D. System.CommonResponse

E. System.List

Correct Answer: AD

https://docs.oracle.com/en/cloud/paas/digital-assistant/use-chatbot/entities1.html#GUID-603C4329DBBA-42C9-8783-6C27B45BA6A2

QUESTION 8

An input component references an entity-type variable from its variable property and does not have the maxPrompts property set. Which two statements describe valid options to help users deal with validation errors?

A. You can use the alternatePrompt property for user input components to display alternative prompts.

B. You can use the onInvaliduserInput property on the System.commonResponse component to conditionally show or hide UI controls.

C. You can use the system. invaliduserinput?booiean expression to detect a previously failed input validation and display alternative prompts or additional UI controls.

D. You can use the user input component\\'s textReceived action transition to detect validation errors and to navigate to a state in the dialog flow.

E. You can use the user input component\\'s cancel action transition to navigate to a different state in the dialog flow, display a help message to the user, and navigate back into the dialog flow state that previously failed input validation.

Correct Answer: BC

QUESTION 9

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

QUESTION 10

Which two statements are true regarding local web application invocation using the system.webview component?

A. Local webviews require a Node.js environment and must have a package, json file in their root folder.

B. An SPA application can issue an Ajax post command to the callback URL that has been passed with the web application launch

C. system.webview components can only be used with web channels.

D. Local webviews require SPA applications to have an index.html file in their root folder.

Correct Answer: AD

QUESTION 11

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

A. A confidence threshold is a value that\\'s compared to the confidence level by the system, intent component to define the next action.

B. Confidence level is the intent engine\\'s score for utterance classification.

C. All skills within a digital assistant must have the same confidence threshold.

D. 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.
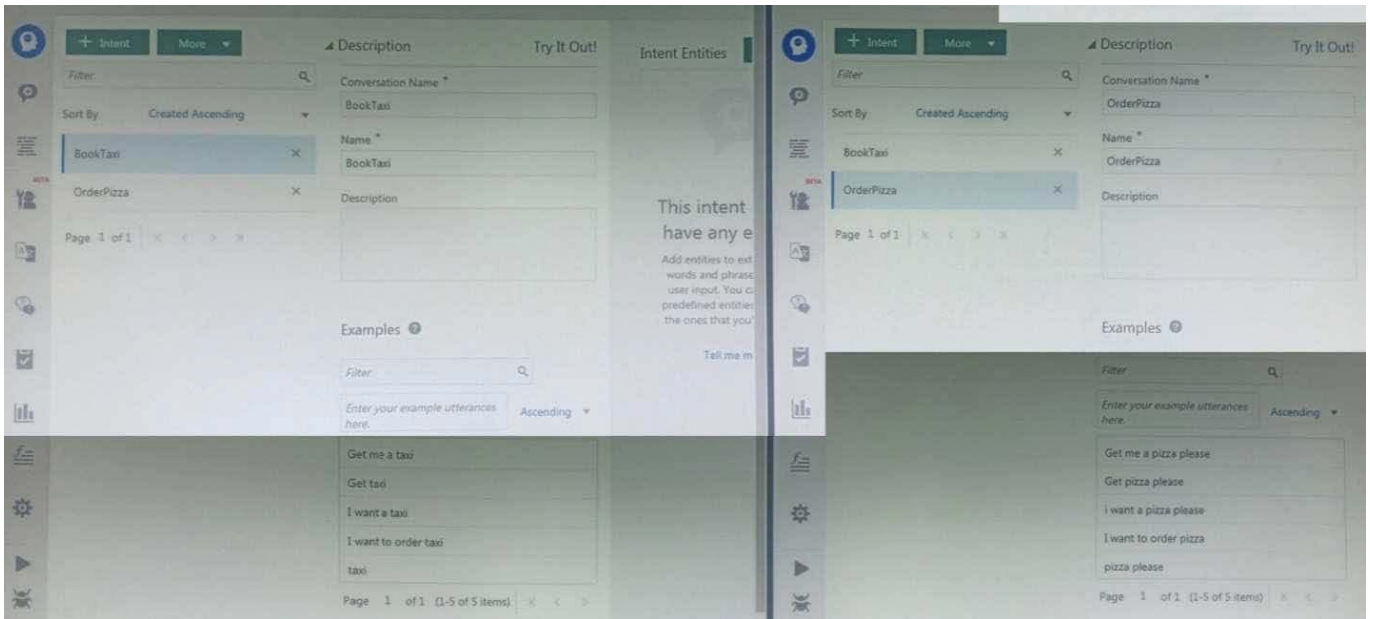
Correct Answer: A

QUESTION 12

When a user interacts with one skill within a digital assistant but then enters input that may be relevant to another skill, the digital assistant generally presents users a prompt to confirm whether they really want to switch to the other skill, even if the input is completely irrelevant to the current skill. How can you reduce the frequency with which the user encounters these confirmation prompts in a digital assistant?

A. In the dialog assistant, reduce the value of the Confidence Win Margin setting.

B. In each skill, reduce the value of the Confidence Win Margin setting.

C. In the digital assistant, reduce the value of the Interrupt Prompt Confidence Threshold setting.

D. In the digital assistant, add more utterances for the unresoivedintent system intent.

Correct Answer: D

QUESTION 13

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

QUESTION 14

How do you declare a context variable for an entity?

A. Set the variable type to "nlpresult".

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.

Correct Answer: C

QUESTION 15

You are designing a skill for a railway company. You created a value list entity (StationEntity), which is the list of all possible train stations To resolve an intent (RouteInfoIntent), you need to determine whether the user is asking for a route which is either to a station or from a station. Which statement describes the most robust and efficient approach for extracting this information from the user input?

A. Create a value list entity called ToFromEntlty with values of "to" and "from" and with appropriate synonyms for each value. Create a value list called DirectionStation and add ToFromEntity and StationEntity to this. Then, add DirectionStation to the RouteInfoIntent.

B. Create two derived entities based on StationEntity. In one entity, set the preceding phrase to "to" (along with any required synonyms). In the other entity, do the same but with the preceding phrase "from". Add both entities to the RouteInfoIntent intent.

C. Duplicate StationEntity. In one version, prefix all of the train station names with "to" and in the other prefix with "from". Then add both entities to the RouteInfoIntent intent.

D. Add StationEntity to the RouteInfoIntent intent and then update the training data with phrases beginning with "from".

Correct Answer: B