

ExamPrepAway

ExamPrepAway

> Contact Us Login / Register Search...

- HOME
- ALL VENDORS
- ★ GUARANTEE
- ? FAQ
- TESTIMONIALS
- CART (0)



Try **Online Engine** before you buy

We're not the only ones **happy** about ExamPrepAway Practice Material ...

56295+ customers in 100+ countries use ExamPrepAway Test Engine. Meet our customers.



<http://www.examprepaway.com/>

Latest Exam Guide & Learning Materials

Exam : **1z0-1037-21**

Title : Oracle Knowledge
Management 2021
Implementation Essentials

Vendor : Oracle

Version : DEMO

NO.1 You have created a new article in your knowledge base and you want it to always appear at the top of the search result page.

What display position should you configure?

- A. Place at First
- B. Fixed at Top
- C. Place at Top
- D. Historical usefulness
- E. Fix First

Answer: C

Explanation

Place at Top-Select this option to place the answer at the top of the list on the Answers page by changing the score to be equal to the highest answer. The score is then adjusted as the solve count changes over time.

NO.2 In the Actions to Take drop-down list of Knowledge Advanced, which three actions can you use to tune a question?

- A. Edit Concept
- B. Add Synonyms
- C. Copy a Concept
- D. Add to Existing Concept
- E. Add a Concept

Answer: A,D,E

Explanation

The Actions To Take menu lists the tuning options for each object. Each object has a set of tuning actions, as displayed in the following table.

References:

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

NO.3 Your customer wants to generate a report showing the number of days since incidents of a particular incident type were updated.

What should you use to create this report?

- A. Use the date_add() function.
- B. Create a level filter using the count () function.
- C. Create a group filter using the rel_date_diff() function.
- D. Use the date_diff() function nested in the name_format() function.

Answer: D

Explanation

The date_diff() function returns the number of seconds occurring between two dates.

NO.4 What two factors are responsible for ranking of an answer? (Choose two.)

- A. solved count based on customer activity
- B. display position
- C. number of answers linked to that answer

D. number of searches for that answer article

Answer: B,D

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

NO.5 A customer has a problem with a damaged battery and searches your knowledge base with the search term

"battery damageissue." The customer selects one of the answers in the search result and wants to view answers that contain closely related articles in continuation to the selected answer.

What should you configure?

A. Open the answer containing the battery damage issue term and under the Relationship tab add the loosely related continuation answers in Sibling Answers.

B. Edit the alias text file to include alias words - battery damage, battery issue, battery.

C. Include battery and damage as keywords under Answers Stop Words.

D. Open the answer containing the battery damage issueterm and under the Relationship tab add the loosely related continuation answers in Manually Related Answers.

Answer: D

Explanation

Manually related answers are two or more answers that may contain related information. Manually relating answers provides customers with additional options for finding accurate information. The Manually Related Answers section of the Relationships tab consists of a toolbar and a list of manually related answers.