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Exam : **1z1-980**

Title : Oracle Knowledge
Management Cloud 2017
Implementation Essentials

Vendor : Oracle

Version : DEMO

NO.1 Which two statements are true about replacement tokens? (Choose two.)

- A. They enable re-use of existing content of any data type in variables.
- B. They enable re-use of content in a standardized form.
- C. They enable management of standardized content from a single resource.
- D. They enable creation and storage of complex content consisting of integrated text and images multiple times.

Answer: B,C

Explanation

Replacement tokens enable you to do the following:

References:

Oracle Service Cloud, Knowledge Advanced Administration Guide, 18A, page 25

NO.2 An authorized Knowledge Advanced user has created a translated document from a master document, but later wants to remove it from the system. The system does not allow the user to delete the translated document.

What can be the reason for this?

- A. The user cannot delete the translated document because version numbers between the various localized versions are dependent on each other.
- B. The user cannot delete the translated document; you have to remove it from the user's access by unpublishing a version.
- C. The user needs Admin permission to delete the translated document.
- D. The user cannot delete it because it directly affects the reference document that the translation document is based upon.

Answer: B

Explanation

You cannot delete translated documents; you can remove them from user access by unpublishing a version.

References:

Oracle Service Cloud, Knowledge Advanced Administration Guide, November 2016, page

NO.3 You observe that when customers search with the keyword "iPhone 7" they get thousands of results, but when they search with "IP7" they get fewer results.

You do not plan to modify any answer articles but want to get same the number of results whether customers search with keywords "iPhone 7" or "IP7" or any related search term.

What should you do?

- A. Include search terms in Stop Words
- B. Include the search terms in Answers Keywords
- C. Add all related search terms to an aliases.txt file.
- D. Include the search terms in both Answer Keyword and Stop Word.
- E. Include search term in Search priority word.

Answer: C

Explanation

The aliases.txt file is initially empty, but you can add synonyms, phrases, or aliases to link terms specific to your industry to similar terms that may be used during a search. For example, a customer

might search for an acronym, such as "GPS," but all of your answers regarding GPS might spell out "global positioning system" rather than using the initials. The aliases.txt file lets you link terms that customers might search on with synonymous terms in your answers.

References:

Oracle Service Cloud User Guide, Release February 2017, page, pages 307-308

NO.4 Which two statements are true about the Connect Common Object Model? (Choose two.)

- A. Sub-objects contain only primitive data types.
- B. Primary objects have only independent life cycles.
- C. CRUD operations can be performed on sub-objects only through their parent primary object.
- D. Primary objects contain either primitive data types or sub-objects.
- E. An array object is a collection of primary objects.

Answer: B,C

Explanation

D: CRUD operations on Sub-Objects are done only via their parent object E: Primary objects have their own life cycle. Primary objects are objects with a unique ID (primary key) which can be directly created, read, updated, and deleted. All primary objects inherit from the RightNow RNObject. Primary objects have no set lifecycle in the Oracle RightNow Cx platform, meaning that once the objects are created, they exist in the system until they are deleted.

NO.5 Which two features can you use to connect output levels in a report? (Choose two.)

- A. variables
- B. grouping
- C. drill-down filters
- D. dashboards
- E. drill-down links

Answer: C,E

Explanation

When you use the report and click a drill-down link on the first level of the report, the second output level knows to display only information related to the queue in the row you clicked. For more complex reports, the drill-down filter can be changed.

References:

https://docs.oracle.com/cloud/february2017/servicecs_gs/FAMUG/_analytics.htm#FAMUGth_Analytics

NO.6 Which two statements are true about workflows in Knowledge Advanced? (Choose two.)

- A. Once a user rejects the article, it moves to the previous step.
- B. Once a user rejects the article, the system automatically deletes the article.
- C. A Workflow process is defined as a sequence of steps, such as creating, editing, translating, reviewing, and approving the articles.
- D. In Workflow you cannot reassign a task to another user or team.
- E. A Workflow process can only be used while creating and editing the articles.

Answer: A,C

Explanation

D: A workflow consists of one or more steps. Each step defines a task that is assigned to a user or team of users, and the task assignment appears in the user's Inbox in Knowledge Advanced. When the task is completed, the user can either:

E: A workflow process is a sequences of steps, such as creating, editing, translating, reviewing, and approving, that you can define to enforce specific content management procedures for your organization.

References:

Oracle Service Cloud, Knowledge Advanced Administration Guide, November 2016, page 4