



Oracle

Exam Questions 1z0-1071

Oracle Cloud Platform Digital Assistant 2019 Associate

NEW QUESTION 1

In a validation loop, users are repeatedly asked to enter the same information, thereby preventing them from transitioning to a different dialog flow state in a conversation.

What is causing the validation loop?

- A. The dialog flow state uses an input component that references a nonentity type variable
- B. The same dialog flow state is referenced in the next transition.
- C. The nlpResultvariable property of the input component points to "iResult", which is a variable of type "nlpresuit".
- D. The keepTurn property of the input component is set to true and the maxPrompts property is set to a value greater than 0.
- E. The input component associated with a state references a variable of an entity type and the maxPrompts property is not set.

Answer: C

NEW QUESTION 2

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.

Answer: A

NEW QUESTION 3

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.

Answer: C

NEW QUESTION 4

You have been asked to make recommendations to a customer on the value of having a catalogue of test phrases that you can use for batch testing intents. Which statement is the recommendation you would NOT make?

- A. Batch testing allows you to have a baseline of phrases to test against, so you can demonstrate whether your skill is resolving intents more accurately over time.
- B. Batch testing allows you to confirm that any changes you make to the intent utterances do not inadvertently change other intent resolutions.
- C. Batch testing allows you to test every combination of conversation through your dialog flow.
- D. Having a baseline test allows you to determine whether your intent resolution is still functioning within expected limits given any updates to your service.

Answer: D

NEW QUESTION 5

Which statement is FALSE regarding the core function of a digital assistant and how it could respond to user input?

- A. It is able to automatically route the conversation to another digital assistant if the request can't be handled by the current digital assistant.
- B. It is able to respond to a user request to exit the current conversation.
- C. It is able to respond to a help request and return a help message, one that can be specific to one of its skills, or to the digital assistant itself
- D. It is able to route the conversation to the start state of a skill that's managed by the digital assistant.

Answer: D

NEW QUESTION 6

In reviewing a colleague's code, you note the following code in the dialog flow which takes user input and replaces the words "authorized user" or "auth user" with "AU" before then calling the intent resolution in the dialog flow with the altered string.

`"${utterance.value?replace('authorized user|auth user', 'AU','r')}"` Why would your colleague have done this?

- A. The sentence is being normalized by replacing different versions of words such that they are aligned with the term used in the training utterances.
- B. By replacing "Authorized" and "auth", one is able to bypass the usual authentication mechanism, which requires a user to log on.
- C. "Authorized" and "auth" are reserved words and would fail intent resolution.
- D. The above code has no impact on intent resolution.
- E. The language tag is being changed to Australian (AU) to better match the language of the training utterances.

Answer: D

NEW QUESTION 7

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.

Answer: B

NEW QUESTION 8

intent has been configured with a composite bag entity. Which statement is FALSE?

- A. The skill may allow users to update their previous input.
- B. The conversation is entirely sequential, where users can only input values in the order determined by the dialog flow definition.
- C. The composite bag entity slots values as they are provided from the user input.
- D. It then prompts for other entity item values.
- E. The composite bag entity is typically resolved using a system.ResolveEntities component or a system.commonResponse component.

Answer: D

NEW QUESTION 9

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

Answer: A

NEW QUESTION 10

Which statement is true regarding the default implementation of out-of-order messages?

- A. Navigation remains in the current state.
- B. All variables referenced by the out-of-order-message action are cleared.
- C. There is no default implementation for out-of-order messages.
- D. In the default implementation, when an out-of-order message is detected the navigation continues with the state name associated with the out-of-order message action.

Answer: C

NEW QUESTION 10

You have a skill and want it to prompt users for their name. The name should then be used in the welcome message at the beginning of each bot-user session. Your user interface guidelines require that each part of the name begin with a capital letter (for example, John or Deo John Willin Doe). Which two BotML code examples print the username correctly of the name is provided as "John William doe" or "JOHN doe"?

A)

```
printName:
  component: "System.Output"
  properties:
    text: "Welcome ${name.value?cap_first}"
```

B)

```
printName:
  component: "System.Output"
  properties:
    text: "Welcome ${name.value?starts_with('capitalize')}}"
```

C)

```
printName:
  component: "System.Output"
  properties:
    text: "Welcome <#list name.value?split(' ') as item>${item?capitalize} </#list>"
```

D)

```
printName:
  component: "System.Output"
  properties:
    text: "Welcome ${name.value?capitalize}"
```

E)

```
printName:
  component: "System.Output"
  properties:
    text: "Welcome <#list name.value?join(' ') as item>${item?lower_case?cap_first} </#list>"
```

- A. Option A
- B. Option B
- C. Option C
- D. Option D
- E. Option E

Answer: CD

NEW 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: "${iResult.value.entityMatches['AccountType']}[0]}"
32   transitions: {}
33 askBalancesAccountType:
34   component: "System.List"
35   properties:
36     options: "${accountType.type.enumValues}"
37     prompt: "For which account do you want your balance?"
38     variable: "accountType"
39   transitions: {}

```

- A. The above code is poor programming because the accountType variable will be set twice.
- B. If System
- C. SetVariable Sets accountType to a value, the System
- D. List component does not display a list of options.
- E. Usage of empty transitions is a bad practice because it can lead to unexpected results.
- F. The system.List component always displays a list of options, regardless of the value of accountType.
- G. If the result of calling system.SetVariable results in accountType being unset or null, the dialog engine moves to use the next state, which is a system.List component that shows various account options.

Answer: ABC

NEW QUESTION 16

Assuming conversation is the custom component SDK handle, which two code statements are valid to access the order and userAccount input parameters of the custom component?

- A)


```

const { orderId } = conversation.variable();
const { accountName } = conversation.variable();

```
- B)


```

const order = conversation.variable('orderId');
const account = conversation.variable('accountName');

```
- C)


```

const { orderId } = conversation.properties();
const { accountName } = conversation.properties();

```
- D)


```

const order = conversation.properties().orderId;
const account = conversation.properties().userAccount;

```
- E)


```

const order = conversation.request().variables['orderId'];
const account = conversation.request().variables['accountName'];

```

- A. Option A
- B. Option B
- C. Option C
- D. Option D
- E. Option E

Answer: DE

NEW QUESTION 17

Which statement about digital assistants is FALSE?

- A. A digital assistant can be used to manage a set of skills, including skills that you create yourself and skills that you have added from the Skill
- B. A digital assistant ensures that a user completes a conversation in one skill before allowing that user to trigger the intent of a different skill
- C. A digital assistant can communicate with customers through different messaging platforms.
- D. A connection to a back-end service is through a custom component that is used by a skill, rather than one that is used by a digital assistant.

Answer: B

NEW QUESTION 20

In your conversation flow, you want to make sure that users always see a message, even when there is no data to display. To implement this, you decide to use a `System.SetVariable` component that verifies that the variable `mydata` contains a value and, if it does sets the value of the `displayVar` variable to the value of `mydata`. If no value is specified for `mydata`, then `displayVar` is set to the string 'No Data.'

Which two BotML with Apache FreeMarker examples implement this requirement?

A)

```
checkHasContent:
  component: "System.SetVariable"
  properties:
    variable: "displayVar"
    value: "${mydata.value?has_content?then(mydata.value,'No Data')}}"
```

B)

```
checkHasContent:
  component: "System.SetVariable"
  properties:
    variable: "displayVar"
    value: "${!mydata.value 'No Data'}"
```

C)

```
checkHasContent:
  component: "System.SetVariable"
  properties:
    variable: "displayVar"
    value: "${mydata.value?not_null?then(mydata.value,'No Data')}}"
```

D)

```
checkHasContent:
  component: "System.SetVariable"
  properties:
    variable: "displayVar"
    value: "<#if mydata.value != null>${mydata.value}<#else>'No Data'</#if>"
```

E)

```
checkHasContent:
  component: "System.SetVariable"
  properties:
    variable: "displayVar"
    value: "${mydata.value!'No Data'}"
```

- A. Option A
- B. Option B
- C. Option C
- D. Option D
- E. Option E

Answer: BE

NEW QUESTION 22

What is the purpose of the training models within Oracle Digital Assistant?

- A. build a complete semantic language model allowing a skill to understand 98% of user input in the trained language
- B. automatically crowdsource sample data to which user input is matched
- C. automatically create n number of classifications where n is a parameter defined for each skill
- D. allow a skill to classify user input to defined intents

Answer: D

NEW QUESTION 25

Which statement is true regarding the effect of context pinning on routing?

- A. If the input includes an implicit invocation for a skill, the router pins the conversation to that skill.
- B. If the user is pinned to a skill and then enters something that doesn't relate to that skill, the router automatically checks other skills for a match.
- C. The thresholds that determine whether context pinning will occur or not set at the skill level.
- D. For user input that includes an explicit invocation for a skill, but not intent-related utterance, the router pins the conversation to the skill.
- E. The next utterance, the router pins the conversation to the skill.
- F. The next utterance is assumed to be related to that skill.

Answer: D

NEW QUESTION 26

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.

Answer: C

NEW QUESTION 30

At the end of its execution, a custom component processes the following lines of code, with the conversation variable being the reference to the custom component SDK.

`conversation.reply("HelloWorld* "); conversation. keepTurn (true) ; done () ;` Which statement correctly describes what this code does?

- A. The code prints "HelloWorld" as a message and waits for user input.
- B. The code prints "HelloWorld" as a message and triggers dialog flow navigation to the next state.
- C. The code prints "HelloWorld" multiple times until an infinite loop gets detected by the dialog flow engine.
- D. The code prints the "HelloWorld" message in response to the next user message.
- E. The code triggers dialog flow navigation to a state, which has its name mapped to the current dialog flow state's HelloWorld action transition.

Answer: D

NEW QUESTION 35

Within your digital assistant, you notice that the user input "tell me my balance" immediately initiates the Banking skill. However, it does not offer the user the option to consider that the request could be handled by the Retail skill, which also offers the ability to check the balance in your retail account. How should you ensure that both the banking and retail skills are considered in this case?

- A. Raise the Candidate Skills Confidence Threshold in the digital assistant.
- B. Lower the Confidence Threshold in the Retail skill.
- C. Lower the Candidate Skills Confidence Threshold in the digital assistant.
- D. Lower the Confidence Threshold in the Banking skill.

Answer: C

NEW QUESTION 40

Which three statements are true about composite bagentities?

- A. They define a business domain object as a collection of related system entities and custom entities.
- B. When you add entities to the composite bag, you can control how they get extracted in related to other entities and when they are prompted for.
- C. The composite bag will always enforce that every entity has a valid value before allowing the conversation to move on to the next state in the dialog flow.
- D. You need to create a separate composite bag to handle nonentity types such as string
- E. Locations, and attachments.
- F. The composite bag can resolve all entity values using only a single state in the dialog flow.

Answer: BCE

NEW QUESTION 43

You want the flow to navigate to the cancel transition immediately after the maximum number of failed attempts are exceeded in the System.ResolveEntities Components.

Which option must you use?

- A. Set cancelPolicy to "immediate".
- B. There is no such option in system.ResolveEntitis
- C. Set cancelPolicy to "true" .
- D. Set cancelPolicy to "lastEntity" .

Answer: A

Explanation:

<https://docs.oracle.com/en/cloud/paas/digital-assistant/use-chatbot/built-components-properties-transitions-and-u-cancelPolicy>

Determines the timing of the cancel transition:

- > immediate—Immediately after the allotted maxPrompts attempts have been met for an entity in the ba
- > lastEntity—When the last entity in the bag has been matched with a value.

<code>cancelPolicy</code>	<p>Determines the timing of the cancel transition:</p> <ul style="list-style-type: none"> • <code>immediate</code>—Immediately after the allotted <code>maxPrompts</code> attempts have been met for an entity in the bag. • <code>lastEntity</code>—When the last entity in the bag has been matched with a value.
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NEW QUESTION 46

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.

Answer: AD

NEW QUESTION 50

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).

Answer: A

NEW QUESTION 51

want to save some user input, such as the type of pizza a particular user last ordered, so that it's available the next time that user starts a conversation. Which type of variable should you use to persist values across multiple invocations of the conversation?

- A. skill variables
- B. user variables
- C. context variables
- D. profile variables

Answer: A

NEW QUESTION 52

In the System.Agentinitiation component, what is the purpose of "resumedMessage:"?

- A. sets the message to be displayed if no agents are available
- B. sets the message to be displayed to a user if the user sends repeated messages to connect
- C. sets the message to be displayed when the channel times out and reconnects
- D. sets the message to be displayed to a user while waiting for the agent to connect

Answer: A

NEW QUESTION 55

For Agent Integration, you want the bot-user conversation history to become available to the called human agent. Select the configuration option you need to set to make this happen.

- A. Set a custom property on the Service Cloud instance accessed by Oracle Digital Assistant.
- B. Set the "convHistory" variable in the System.Agentinitiation component.
- C. This is controlled from Service Cloud and has to be turned on by setting a custom property.
- D. In the skill settings, switch the Skill Conversation logging option to "On".

Answer: A

NEW QUESTION 56

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