

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

Oracle Cloud Platform Digital Assistant 2020 Specialist

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### QUESTION 1

Which three options are true for the system, entityToResolve variable?

- A. System.entityToResolve can reference the resolve value of all entity values defined within the skill.
- B. The system.entityToResolve variable tracks an entity value, that is, as you resolve entities in the composite bag, it references the current entity resolved.
- C. \${system.entityToResolve.value.userinput} returns the text entered by the user.
- D. \${system.entityToResolve.value.resolvingField} returns the text entered by the user.
- E. The system.entityToResolve variable can be referenced from within the system. ResolveEntities and system.commonResponse components to display, for example, information about the entity that has been resolved.

Correct Answer: BCD

### QUESTION 2

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 3

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 unresolvidintent system intent.

Correct Answer: D

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### QUESTION 4

You have a use case that calls for users to enter a series of complex values. What would you do to ensure that users enter these values correctly with the least effort?

- A. Create a composite bag entity for the types of values, and then add a regex entity to handle validation.
- B. Use a system.commonResponse component to aggregate and validate user input.
- C. Create a webview service which connects the skill to a web app that renders as a form and provides features such as input validation and option buttons.
- D. Create a dedicated skill for collecting and validating input and pair it with a skill for processing the validated input.

Correct Answer: A

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### QUESTION 5

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 (the things that it can and can't do) are clear and discoverable.

Correct Answer: A