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Oracle Cloud Platform Digital Assistant 2020 Specialist

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QUESTION 1

Which two statements describe what happens when a System.DetectLanguages component is used in a dialog flow?

- A. The system.DetectLanguage component sets the profile.languageTag variable to the language code of the detected user language.
- B. The system. DetectLanguage component sets the autoTranslate variable to the language code of the detected user language.
- C. A system.DetectLanguage component state causes an exception if no translation service is configured for a skill.
- D. The system.DetectLanguage component sets the profile.locale variable to the language code of the detected user language.
- E. The system.DetectLanguage component does not detect English because it is the default language.

Correct Answer: AD

QUESTION 2

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 (RouteInfolntent), 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 RouteInfolntent.
- 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 RouteInfolntent 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 RouteInfolntent intent.
- D. Add StationEntity to the RouteInfolntent intent and then update the training data with phrases beginning with "from".

Correct Answer: B

QUESTION 3

Examine the code snippet below:

```
resolveEntities:  
  component: "System.ResolveEntities"  
  properties:  
    variable: "pizza"  
    nlpResultVariable: "iResult"  
    maxPrompts: 3  
    cancelPolicy: "immediate"  
    headerText: "This message appears for each entity"  
  transitions:  
    actions:  
      cancel: "maxError"  
      next: "setPizzaDough"
```

Which two statements are true regarding the functionality of a composite bag referenced by the variable pizza?

- A. Any individual entity item can define its own maxPrompts to override the value in the dialog flow.
- B. The first time an incorrect value for an entity item is resolved, it will result in an error and transition to the state called maxError because cancelPolicy is set to immediate and this overrides the setting for maxPrompts.
- C. Each entity item in the composite bag will be prompted for a valid value three times. After the last invalid input, the flow will navigate to a state called setPizzaDough.
- D. Each entity item in the composite bag will be prompted for a valid value three times. After the last invalid input, the flow will navigate to a state called maxError.

Correct Answer: A

QUESTION 4

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 5

Which statement is FALSE regarding out-of-order messages?

- A. Out-of-order messages are not handled by default. Designers must define out-of-order message handlers at the skill level.
- B. Dialog flow navigation continues with the state referenced in the out-of-order-message action.
- C. Chatbots don't control the user's input and, therefore, cannot prevent users from selecting out-of-scope actions.
- D. Out-of-order messages occur when a user scroll the conversation history displayed in the messenger client and selects that is no longer in scope for the current conversation.

Correct Answer: D

QUESTION 6

Error handlers can be defined in different locations with different scopes Which statement is FALSE regarding the placement of error handlers?

- A. An error handler can be defined globally for a skill using the defaultTransition error transition.
- B. An error handler can be defined as a transition on any dialog flow state in a skill.
- C. The system error handler is called in case of an error when no error handling is defined on the current dialog flow state or as a default transition.
- D. You can define a system-wide custom error handler on the digital assistant level.

Correct Answer: A

QUESTION 7

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

Correct Answer: D

QUESTION 8

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 9

You have a digital assistant with a pizza skill. While ordering a pizza, the user triggers the digital assistant's Help system intent by entering "help". What is the default functionality of the digital assistant assuming no help functionality has been implemented in the pizza skill?

- A. The digital assistant displays a prompt and a card which can be configured to show examples of what the skill can do.
- B. Nothing. You need to explicitly define a help state in the pizza skill.
- C. The digital assistant displays the information contained in the Description field of the skill.
- D. The digital assistant displays a dialog to confirm if the user wants help. If the user selects "yes", the skill returns to the system, intent and awaits user input.
- E. The current conversation stops and the skill returns to the system, intent and awaits user input.

Correct Answer: D

QUESTION 10

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

Correct Answer: DE

QUESTION 11

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

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 unresolvidintent system intent.

Correct Answer: D

QUESTION 13

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" .

Correct Answer: A

<https://docs.oracle.com/en/cloud/paas/digital-assistant/use-chatbot/built-components-properties-transitions-and-usage.html#GUID-259C152F-3F53-4422-B89C-6FA7F01C1762> cancelPolicy Determines

the timing of the cancel transition:

immediate--Immediately after the allotted maxPrompts attempts have been met for an entity in the bag.

lastEntity--When the last entity in the bag has been matched with a value.

QUESTION 14

You are writing a dialog flow and you are at the end of the conversation. For the final state, you are not sure whether to use a return transition or use a next transition that goes to the start of the dialog flow. Which statement is true?

- A. The next and return transitions are the same and you can use them interchangeably.
- B. The return transition goes to the start of the dialog flow and resets all variables, whereas next simply navigates.
- C. The next transition automatically clears variables on navigation, whereas return doesn't.
- D. The next transition can only be used for forward navigation in the flow.

Correct Answer: D

QUESTION 15

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.

Correct Answer: D

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