



1Z0-1071-20^{Q&As}

Oracle Cloud Platform Digital Assistant 2020 Specialist

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QUESTION 1

What is the primary purpose of a user channel in Oracle Digital Assistant?

- A. It provides the primary mechanism for embedding skills within a digital assistant.
- B. It provides a simple way to expose PL/SQL packages as REST data services.
- C. It provides a simple way to connect and adapt messages between a skill or digital assistant and a messenger client.
- D. It provides a generic mobile app or web app that you can directly embed in any messenger client.
- E. It provides a simple way to connect custom components with back-end systems.

Correct Answer: B

QUESTION 2

An input component references an entity-type variable from its variable property and does not have the maxPrompts property set. Which two statements describe valid options to help users deal with validation errors?

- A. You can use the alternatePrompt property for user input components to display alternative prompts.
- B. You can use the onInvaliduserInput property on the System.commonResponse component to conditionally show or hide UI controls.
- C. You can use the system.invaliduserinput?boolean expression to detect a previously failed input validation and display alternative prompts or additional UI controls.
- D. You can use the user input component's textReceived action transition to detect validation errors and to navigate to a state in the dialog flow.
- E. You can use the user input component's cancel action transition to navigate to a different state in the dialog flow, display a help message to the user, and navigate back into the dialog flow state that previously failed input validation.

Correct Answer: BC

QUESTION 3

For live-agent transfer, you want the bot-user conversation history to become available to the human agent that the conversation is transferred to.

How do you make this conversation history available?

- A. In the skill settings, either switch Enable Insights to On or switch Skill Conversation to On, depending on the Digital Assistant version.
- B. This is controlled from Oracle Service Cloud and has to be turned on by setting a custom property.
- C. Set a custom property on the Oracle Service Cloud instance that's accessed by Oracle Digital Assistant.



D. Set the convHistory property in the system.Agentinitiation component.

Correct Answer: C

QUESTION 4

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

QUESTION 5

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.

Correct Answer: B

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