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QUESTION 1

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 2

Which two statements about skills are true?

A. Customers can only chat with skill when those skills managed by a digital assistant.

B. Skills can access back-end services.

C. Skills have dialog flows that you may configure to create conversation.

D. Skills always use natural languages processing (NLP).

Correct Answer: AB

QUESTION 3

Which two statements are true regarding local web application invocation using the system.webview component?

A. Local webviews require a Node.js environment and must have a package, json file in their root folder.

B. An SPA application can issue an Ajax post command to the callback URL that has been passed with the web application launch

C. system.webview components can only be used with web channels.

D. Local webviews require SPA applications to have an index.html file in their root folder.

Correct Answer: AD

QUESTION 4

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 f the things that it can and can\'t do") are clear and discoverable.

Correct Answer: A

QUESTION 5

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

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