

Exam Questions 1z0-1071

Oracle Cloud Platform Digital Assistant 2019 Associate

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NEW QUESTION 1

You install Oracle Bots Node SDK from GitHub to develop a new custom component service.

Which command, when issued on a command line or terminal window, creates a new custom component service project in the current directory?

- A. bots-node-sdk service
- B. bots-node-sdk service init
- C. bots-node-sdk npm install
- D. bots-node-sdk init

Answer: D

Explanation:

Create the Custom Component PackageUse the SDK's command line interface (CLI) to create the necessary files and directory structure.

To create the package folder, and the necessary contents, type the following command in a terminal window: bots-node-sdk init <top-level folder path>

<https://docs.cloud.oracle.com/en-us/iaas/digital-assistant/doc/backend-integration1.html>

NEW QUESTION 2

You want your skill to transfer conversations over to Oracle Service Cloud customer service representatives. Which type of channel do you create to enable the skill to do this?

- A. Applications
- B. System
- C. Agent Integrations
- D. Users

Answer: C

Explanation:

<https://docs.oracle.com/en/solutions/handoff-skill-to-live-agent/transfer-users-skill-bot-live-agent1.html#GUID>

NEW QUESTION 3

What happens if there is a system error and the state does not have an error action?

- A. The skill transitions to the state that is defined by the defaultTransitions error action
- B. If there isn't one, then it outputs the Unexpected Error Prompt value.
- C. The skill transitions to the state that is defined by the next action
- D. If there isn't one, then it transition to the defaultTransitions error action.
- E. The skill transitions to the state that is defined by the next action.. If there isn't one, then it transitions to the next state in the dialog flow.
- F. The skill outputs the Unexpected Error Prompt value and then transitions to the state that is defined by the defaultTransitionserror action
- G. If there isn't one, then it ends the conversation.

Answer: C

NEW 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.

Answer: A

NEW QUESTION 5

Which statement is true regarding the digital assistant's Help system intent?

- A. You can define utterances that the digital assistant will recognize when the user is asking for help.
- B. The help intent cannot route the conversation to a specific state within a skill.
- C. The utterances for the help intent are predefined and cannot be changed.
- D. If the digital assistant recognizes the user is asking for help, it will automatically route the conversation to a skill called "Help".

Answer: B

NEW QUESTION 6

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 7

What statement correctly describes the Authentication Service in Oracle Digital Assistant?

- A. The Authentication Service authenticates users to Oracle Identity Cloud Service
- B. It provides customizable login screens that are displayed in the context of a user-bot conversation.
- C. The Authentication Service holds the identity provider configuration that is used at run time in Oracle Digital Assistant to retrieve an access token that authorizes REST service calls.
- D. The Authentication Service authenticates Oracle Digital Assistant users to a social media identity provider (for example, Facebook) and associates social media accounts with accounts stored in the Oracle Identity Cloud Service.
- E. The Authentication Service allows bot designers to configure a custom webhook to authenticate and authorize users using the System.OauthAccountLink component.

Answer: D

NEW QUESTION 8

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 9

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 10

Which two features of Oracle Digital Assistant should you use to allow a skill to specifically classify the user message "What's my balance in savings?" and to identify the type of account?

- A. an entity that defines account types (with values such as "checking" or "savings")
- B. an intent that is been trained with utterances such as "check balance", "What is my current balance?", and "How much money do I have?"
- C. an input form rendered by a webview that is hosted within a Digital Assistant
- D. dialog flows with a system.Text component to read the user input
- E. a resource bundle populated with phrases such as "check balance", "What is my current balance?", and "How much money do I have?"

Answer: BE

NEW QUESTION 10

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 11

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).

Answer: AB

NEW QUESTION 12

Imagine that you have a financial planning skill. Which two functionalities would typically be implemented as a custom component?

- A. displaying any type of input component
- B. routing the dialog flow based on values returned from a backend service
- C. returning the current value of a requested stock price in a skill message

- D. running the skill within a webpage
- E. routing to another skill within the suite of skills assembled within a digital assistant

Answer: B

NEW QUESTION 16

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 19

Which two statements about using the OAuth2 client credential grant type in Oracle Digital Assistant are correct?

- A. The OAuth2 client credential grant type does not require a bot user to authenticate and instead uses a shared clientId and secret.
- B. The user must be logged in to an identity service provider using his or her username and password to obtain a client credential access token
- C. You use the Oracle Digital Assistant Authentication Service with the system
- D. OAuth2client component to obtain a client credential access token.
- E. The client credential grant type requires the system.OAuth2AccountLink component to obtain a token that propagates a user's identity between distributed systems.
- F. The OAuth2 client credential grant type uses the system
- G. Webview built-in component to perform social media login.

Answer: AC

NEW QUESTION 24

When using your skill with certain phrases, you notice that two intents within the skill consistently come out as the top two resolved ones and within a few points of each other.

Given the small and unpredictable nature of which intent was top, which strategy would be the easiest to employ to ensure that the user is able to choose the correct Intent?

- A. Keep adding training data until you get a predictable result every time.
- B. Change the Confidence Threshold during your testing until the correct intent always wins.
- C. For each intent, create an entity of phrases that are distinct to each intent, and add the appropriate entity to the corresponding intent.
- D. Change the Confidence Win Margin so that both intents are offered to the user.
- E. Change the Explicit Invocation Threshold to zero to ensure that the correct intent is picked up when the user mentions the name of the intent.

Answer: E

NEW QUESTION 28

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 29**

Which two statements are true the purpose of the compose bag entity item Out of Order Extraction property?

- A. It should not be used for String entity items.
- B. When set to True, an entity item value can be updated when prompting for a different entity item value.
- C. Only set to True, an entity item value can be updated when prompting for a different entity item value.
- D. Only when set to true can entity values be specific in any order in the initial user input.
- E. When set to True, an entity item cannot be resolve until a dependent entity item is first resolved.

Answer: CE**NEW QUESTION 30**

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.

Answer: B**NEW QUESTION 32**

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 37

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 40

Which two components can be used in combination with composite bag entities to auto-generate skill responses and flows from definitions saved in bag items?

- A. System.ResolveEntities
- B. System.Text
- C. System.MatchEntity
- D. System.CommonResponse
- E. System.List

Answer: AD

Explanation:

<https://docs.oracle.com/en/cloud/paas/digital-assistant/use-chatbot/entities1.html#GUID-603C4329-DBBA-42C>

NEW QUESTION 42

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

- A. Out-of-order messages are not handled by default

- B. Designers must define out-of-order message handlers at the skill level.
- C. Dialog flow navigation continues with the state referenced in the out-of-order-message action.
- D. Chatbots don't control the user's input and, therefore, cannot prevent users from selecting out-of-scope actions.
- E. 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.

Answer: D

NEW QUESTION 45

What is the output of this code?

```

1  context:
2  variables:
3    runner: "int"
4  states:
5    setVariable:
6      component: "System.SetVariable"
7      properties:
8        variable: "runner"
9        value: 0
10     transitions:
11       next: "increment"
12
13    increment:
14      component: "System.SetVariable"
15      properties:
16        variable: "runner"
17        value: "${runner.value?number +1}"
18     transitions:
19       next: "checkExitCondition"
20
21    checkExitCondition:
22      component: "System.Switch"
23      properties:
24        source: "${(runner.value?number > 3)?then('quit', 'continue')}"
25        values:
26          - "quit"
27          - "continue"
28     transitions:
29       actions:
30         quit: "exit"
31         continue: "increment"
32         NONE: "exit"
33
34    exit:
35      component: "System.Output"
36      properties:
37        text: "Leaving loop at ${runner.value}"
38     transitions:
39       return: "done"

```

- A. "Leaving loop at 3"
- B. "Leaving loop at 4"
- C. "Leaving loop at 0"
- D. "Your session appears to be in infinite loo"
- E. Please_try again later"

Answer: D

NEW QUESTION 48

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.
- F. ResolveEntities and system.resolveEntities can be used to resolve entities.
- G. commonResponse components to display, for example, information about the entity that has been resolved.

Answer: BCD

NEW QUESTION 50

How does a digital assistant determine which skill to route user input to?

- A. It evaluates all of the user input against one consolidated training model based on the utterances for each skill to determine the candidate skill.
- B. Then, it evaluates against the training models for the candidate skills and resolves to the intent with the highest confidence score.
- C. It evaluates all of the user input against the individual training models for each skill, and then it routes to the intent with the highest confidence score.
- D. It evaluates all of the user input against one consolidated training model that combines all of the intents, and then it routes to the intent with the highest confidence score.
- E. It routes to the skill that is activated most often.
- F. It always routes to the currently active skill.

Answer: C

NEW QUESTION 55

You are advised to implement an 80/20 split with training and test utterances. This means that 80% of new utterances harvested from the conversation logs should be used as intent training utterances and 20% for testing.

Why is this a good practice?

- A. Adding 100% of user phrases to the intent would overload the model.
- B. Batch testing works more efficiently when there is a ratio of one test utterance for every five training utterances.
- C. By performing an 80/20 split, you are randomizing which data is added to the utterances.
- D. By keeping 20% for testing, you are able to test the model with data on which it has not been specifically trained.

Answer: A

NEW QUESTION 58

You have gone through a number of testing iterations of your customer's skill that comprises 10 intents. But you find that generally the best you can get is a confidence score of 96%, even when the user phrase is identical to one of your training utterances.

What should you recommend to your customer regarding this intent confidence score?

- A. Keep iterating on user testing and add more training utterances until you can achieve a confidence level of 100% on your user input.
- B. For every verb in your training utterances, ensure you add a version of the utterance which also covers the past, present, and future tense of the verb.
- C. It is not always possible to achieve 100% confidence and adding more utterances may not help the problem.
- D. Therefore, do not make further changes to the skill if it is performing to your expectations.
- E. The highest possible confidence with 10 intents is 10% (100% divided by the number of intents). So, no further changes to the skill are required.
- F. Add more utterances to the unresolvedIntent.

Answer: D

NEW QUESTION 59

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 63

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

cancelPolicy	Determines the timing of the cancel transition:
	<ul style="list-style-type: none">• 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.

NEW QUESTION 67

Oracle Digital Assistant supports several messenger-specific channel types, such as iOS, Android, Web, and Facebook. If your messenger client is not supported, what is the simplest way to connect your skill or digital assistant to the client?

- A. Use a custom component to extend a supported channel type.
- B. Implement the channel using a Webhook.
- C. You can't connect to a unsupported messenger client.
- D. You can only connect channels to the supported clients.
- E. Ensure that your skill only outputs text and not Images or visual components such as card.
- F. Then use the standard Web channel, which you can use for text-only conversations.

Answer: B

NEW QUESTION 70

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 71

Which variable type is automatically set with values from the chat client, such as locale and timezoneoffset?

- A. System variables
- B. Variables that are defined in the context section in the dialog flow
- C. User variables
- D. System.config variables
- E. Profile variables

Answer: D

NEW QUESTION 74

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 79

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 84

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. Nothin
- C. You need to explicitly define a help state in the pizza skill.
- D. The digital assistant displays the information contained in the Description field of the skill.
- E. The digital assistant displays a dialog to confirm if the user wants help
- F. If the user selects "yes", the skill returns to the system, intent and awaits user input.
- G. The current conversation stops and the skill returns to the system, intent and awaits user input.

Answer: D

NEW QUESTION 89

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