

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

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

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## QUESTION 2

Which property in `system.ResolveEntities`, when set to true, enables a temporary transition from the entity matching performed by this component to a state in which you may decide to call a custom component?

- A. `transitionMatch`
- B. `transitionBeforeMatch`
- C. `transitionAfterMatch`
- D. There is no such property, because this component is a closed system.

Correct Answer: C

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## QUESTION 3

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

Correct Answer: C

<https://docs.oracle.com/en/solutions/handoff-skill-to-live-agent/transfer-users-skill-bot-liveagent1.html#GUID-237F078E-94FF-4A4B-9B70-CA04D619C49F>

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## QUESTION 4

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.

Correct Answer: C

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## QUESTION 5

want to save some user input, such as the type of pizza a particular user last ordered, so that it's available the next time that user starts a conversation. Which type of variable should you use to persist values across multiple invocations of the conversation?

- A. skill variables
- B. user variables
- C. context variables
- D. profile variables

Correct Answer: A

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