

RealValidExam



Try before you buy

Download a free sample of any of our exam questions and answers

- ✓ 24/7 customer support, Secure shopping site
- ✓ Free One year updates to match real exam scenarios
- ✓ If you failed your exam after buying our products we will refund the full amount back to you.

Choose an exam to sample





Select a vendor... ▼

Select an exam... ▼

Your email address

 [Download Now](#)



 <h3>QUALITY AND VALUE</h3> <p>RealValidExam Practice Exams are written to the highest standards of technical accuracy, using only certified subject matter experts and published authors for development - no all dumps.</p>	 <h3>TESTED AND APPROVED</h3> <p>We are committed to the process of vendor and third party approvals. We believe professionals and executives alike deserve the confidence of quality coverage these authorizations provide.</p>	 <h3>EASY TO PASS</h3> <p>If you prepare for the exams using our RealValidExam testing engine, It is easy to succeed for all certifications in the first attempt. You don't have to deal with all dumps or any free torrent / rapidshare all stuff.</p>	 <h3>TRY BEFORE BUY</h3> <p>RealValidExam offers free demo of each product. You can check out the interface, question quality and usability of our practice exams before you decide to buy.</p>
--	---	---	--

<http://www.realvalidexam.com>

100% real and valid exam dumps can ensure you pass at the first attempt

Exam : **1z1-1037**

Title : Oracle Knowledge
Management Cloud 2019
Implementation Essentials

Vendor : Oracle

Version : DEMO

NO.1 Which two statements are true about replacement tokens? (Choose two.)

- A.** They enable creation and storage of complex content consisting of integrated text and images multiple times.
- B.** They enable re-use of existing content of any data type in variables.
- C.** They enable re-use of content in a standardized form.
- D.** They enable management of standardized content from a single resource.

Answer: C,D

Explanation

Replacement tokens enable you to do the following:

References:

Oracle Service Cloud, Knowledge Advanced Administration Guide, 18A, page 25

NO.2 You observe that when customers search with the keyword "iPhone 7" they get thousands of results, but when they search with "IP7" they get fewer results.

You do not plan to modify any answer articles but want to get same the number of results whether customers search with keywords "iPhone 7" or "IP7" or any related search term.

What should you do?

- A.** Include the search terms in both Answer Keyword and Stop Word.
- B.** Add all related search terms to an aliases.txt file.
- C.** Include search term in Search priority word.
- D.** Include the search terms in Answers Keywords
- E.** Include search terms in Stop Words

Answer: B

Explanation

The aliases.txt file is initially empty, but you can add synonyms, phrases, or aliases to link terms specific to your industry to similar terms that may be used during a search. For example, a customer might search for an acronym, such as "GPS," but all of your answers regarding GPS might spell out "global positioning system" rather than using the initials. The aliases.txt file lets you link terms that customers might search on with synonymous terms in your answers.

References:

Oracle Service Cloud User Guide, Release February 2017, page, pages 307-308

NO.3 What is the maximum size of a file attachment that can be attached to an Answer using the answer workspace?

- A.** 25 MB
- B.** 20 MB
- C.** 10 MB
- D.** 30 MB
- E.** 5 MB

Answer: B

Explanation

20MB is the maximum as well as the default.

References:

<http://communities.rightnow.com/posts/7e961ac4d6?commentId=46204#46204>

NO.4 You have created four individual reports that display different details related to four agents. Your customer wants to view and search for data in these reports simultaneously.

What should you use?

- A. Dashboard report
- B. Cross Tabs report
- C. Cumulative report
- D. Standard report
- E. Custom report

Answer: A

Explanation

Dashboards are particularly useful for managers who need to view a wide range of data from different reports.

Using dashboards eliminates the need to open a large number of reports individually.

When viewing standard or custom reports, you generally open reports one at a time, and search for data in only the report that is active. However, you can view and search for data in several reports simultaneously by adding them to a dashboard. Each report in a dashboard retains the same functionality as if you opened the report separately, allowing you to access and work with a variety of data from one dashboard.

References:

<https://docs.oracle.com/en/cloud/saas/service/18a/famug/analytics.html#dashboards>

NO.5 Which two queues have manual pull policy? (Choose two.)

- A. Round Robin (Logged in)
- B. Manual
- C. Round Robin (All)
- D. Last In First Out (LIFO)
- E. Standard

Answer: A,E

Explanation

An incident report can be configured to manually pull from a standard or round robin (logged in) queue.

References:

<http://communities.rightnow.com/posts/505437e96f?commentId=42124#42124>

NO.6 What does the response requirement in an SLA specify?

- A. individual time limits for the initial response time and subsequent resolution as per the business hours.
- B. the maximum number of days allowed for the resolution of an incident as per the business hours.
- C. initial response time limit to all customer inquiries within one business day.
- D. the overall maximum time limit for the initial response and resolution for each incident.

Answer: D

Explanation

Service level agreements (SLA) in Oracle RightNow Cloud Service (Service) control the type and

amount of support you offer your customers.

Using response requirements, you can track the effectiveness of your customer service and determine whether staff members are meeting defined service goals for initial response and incident resolution times.

References:

https://docs.oracle.com/cloud/17d/servicecs_gs/FAMUG/_service.htm#FAMUGth_ServiceLevelAgreements