



**Oracle**

## **Exam Questions 1z0-1071**

Oracle Cloud Platform Digital Assistant 2019 Associate

#### NEW QUESTION 1

In a validation loop, users are repeatedly asked to enter the same information, thereby preventing them from transitioning to a different dialog flow state in a conversation.

What is causing the validation loop?

- A. The dialog flow state uses an input component that references a nonentity type variable
- B. The same dialog flow state is referenced in the next transition.
- C. The nlpResultVariable property of the input component points to "iResult", which is a variable of type "nlpresuit".
- D. The keepTurn property of the input component is set to true and the maxPrompts property is set to a value greater than 0.
- E. The input component associated with a state references a variable of an entity type and the maxPrompts property is not set.

**Answer:** C

#### NEW QUESTION 2

Error handlers can be defined in different locations with different scopes Which statement is FALSE regarding the placement of error handlers?

- A. An error handler can be defined globally for a skill using the defaultTransition error transition.
- B. An error handler can be defined as a transition on any dialog flow state in a skill.
- C. The system error handler is called in case of an error when no error handling is defined on the current dialog flow state or as a default transition.
- D. You can define a system-wide custom error handler on the digital assistant level.

**Answer:** A

#### NEW QUESTION 3

Examine the code snippet below:

```
resolveEntities:
  component: "System.ResolveEntities"
  properties:
    variable: "pizza"
    nlpResultVariable: "iResult"
    maxPrompts: 3
    cancelPolicy: "immediate"
    headerText: "This message appears for each entity"
  transitions:
    actions:
      cancel: "maxError"
      next: "setPizzaDough"
```

Which two statements are true regarding the functionality of a composite bag referenced by the variable pizza?

- A. Any individual entity item can define its own maxPrompts to override the value in the dialog flow.
- B. The first time an incorrect value for an entity item is resolved, it will result in an error and transition to the state called maxError because cancelPolicy is set to immediate and this overrides the setting for maxPrompts.
- C. Each entity item in the composite bag will be prompted for a valid value three times
- D. After the last invalid input, the flow will navigate to a state called setPizzaDough.
- E. Each entity item in the composite bag will be prompted for a valid value three times
- F. After the last invalid input, the flow will navigate to a state called maxError.

**Answer:** A

#### NEW QUESTION 4

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 Package Use 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 5

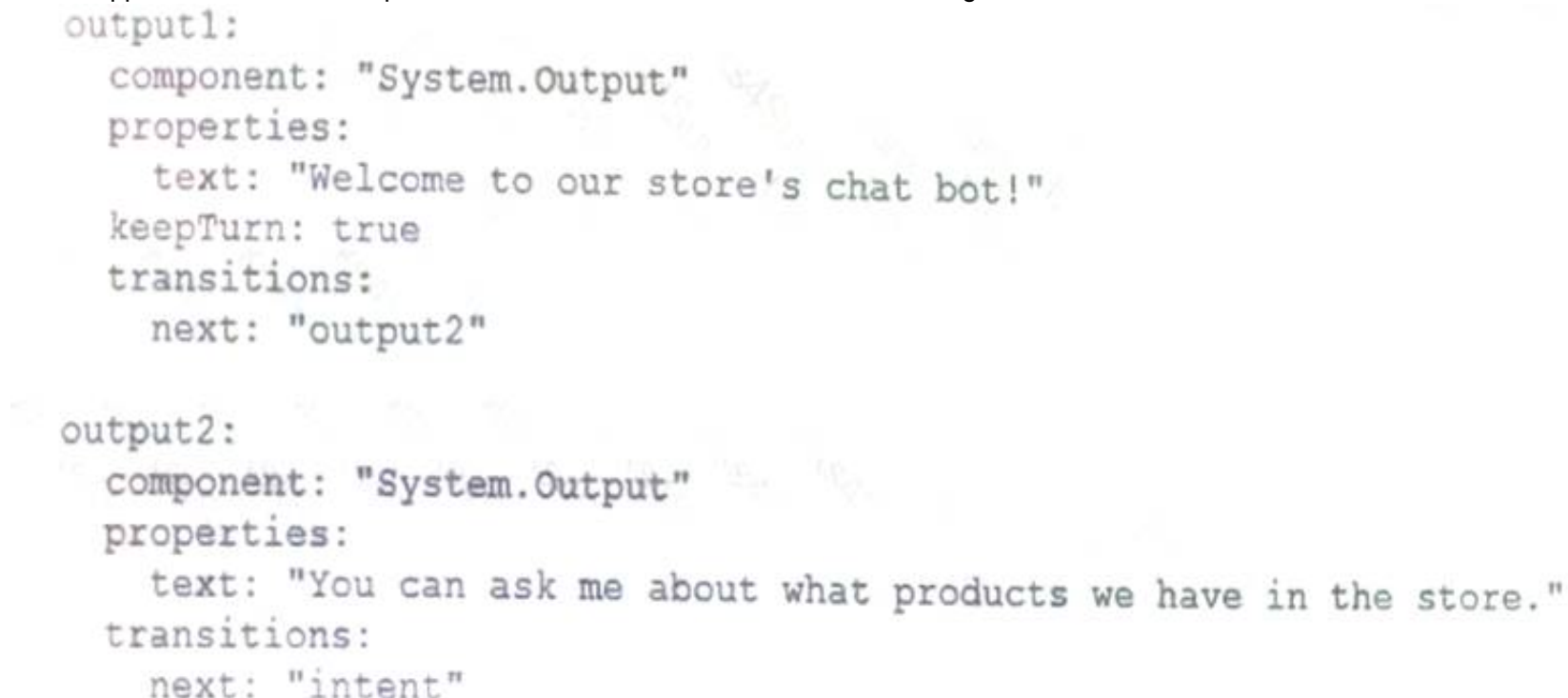
Which two statements describe what happens when a System.DetectLanguages component is used in a dialog flow?

- A. The system.DetectLanguage component sets the profile.languageTag variable to the language code of the detected user language.
- B. The system.DetectLanguage component sets the autoTranslate variable to the language code of the detected user language.
- C. A system.DetectLanguage component state causes an exception if no translation service is configured for a skill.
- D. The system.DetectLanguage component sets the profile.locale variable to the language code of the detected user language.
- E. The system.DetectLanguage component does not detect English because it is the default language.

**Answer:** AD

#### NEW QUESTION 6

What happens after the skill output Welcome to our store's chat bot!" in this dialog flow/



- A. The skill goes to output2, outputs "You can ask me about what products we have in the store", and then returns control to the user.
- B. The skill displays "Welcome to our store's chat bot!" again.
- C. The skill returns control to the user.
- D. After the user enters text, it goes to the intent state.
- E. The skill returns control to the user.
- F. After the user enters text, it goes to output2 and outputs "You can ask me about what products we in the store."

**Answer:** A

#### NEW QUESTION 7

To prepare the remote application launch, the System, Webview component calls an intermediary service that prepare the remote web application call. The code snippet is given below:

```
callWebview:
  component: "System.Webview"
  properties:
    service: "oracletravelweb"
    sourceVariableList: "origin,destination"
    variable: "webviewresponse"
    prompt: "Press 'Open Oracle Travel' to complete your reservation"
    linkLabel: "Open Oracle Travel"
    cancellabel: "Cancel"
  transitions:
    next: "evaluateWebviewResponse"
  actions:
    textReceived: "onCancel"
    cancel: "onCancel"
```

At run time, the system.Webview component sends the intermediary service a POST request. Which three options are true for the POST payload generated based on the code?

- A. Bot designer is responsible to manually add the webview.onDone parameter to the payload.
- B. The key names match the name of the dialog flow variables configured in the "sourceVariableList" property of the system.webview component.
- C. The webview.onDone parameter is automatically added to the payload and it passes the skill's callback URL property to the web application.
- D. The POST payload is a JSON object that contains an array of key-value pairs.
- E. There is no such webview.onDone property passed to the payload.

**Answer:** ACD

#### NEW QUESTION 8

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 9

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.

**Answer:** C

#### NEW QUESTION 10

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 10

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 15

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 (the things that it can and can't do) are clear and discoverable.

**Answer:** A

#### NEW QUESTION 18

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 20

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.

**Answer:** AD

#### NEW QUESTION 23

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 24

Which is NOT used to tune routing behavior?

- A. the classifier's F1-score
- B. the built-in system intent confidence threshold
- C. the confidence win margin
- D. candidate skills' confidence thresholds

**Answer:** A

#### NEW QUESTION 29

Which statement is true regarding the default implementation of out-of-order messages?

- A. Navigation remains in the current state.
- B. All variables referenced by the out-of-order-message action are cleared.
- C. There is no default implementation for out-of-order messages.
- D. In the default implementation, when an out-of-order message is detected the navigation continues with the state name associated with the out-of-order message action.

**Answer:** C

#### NEW QUESTION 32

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 OAuth2client component to obtain a client credential access token.
- 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 OAuth2AccountLink component to obtain a token that propagates a user's identity between distributed systems.
- G. Webview built-in component to perform social media login.

**Answer:** AC

#### NEW QUESTION 35

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 36

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 40

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 42

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 46

You have a skill for ordering pizzas. In your experience, you have found that 95% of your customers want a regular crust and just 5% prefer gluten-free crust. Because so few people are likely to want a gluten-free crust, you don't want to prompt for that option, but you do want to make it available. Assuming you already have a composite bag entity that contains a PizzaCrust entity that has the values "regular" and "gluten free", what would be the simplest way to have your skill enable a user to order a pizza with a gluten-free crust without the skill prompting the user for that option?

- A. Don't set a prompt for the PizzaCrust entity item.
- B. For the PizzaCrust entity item, set the Extract With property to reference an entity with the single value "gluten free".
- C. In the composite bag, set the PizzaCrust entity item's Prompt for Value property to Fals
- D. Then, once the the composite bag is resolved, check if the PizzaCrust entity has a valu
- E. If it doesn't, set its value to "regular".
- F. Don't set a prompt for the PizzaCrust entity item and set the Out of Order Extraction property to True.

**Answer:** A

### NEW QUESTION 50

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 loop"
- E. Please\_try again later"

**Answer: D**

### NEW QUESTION 51

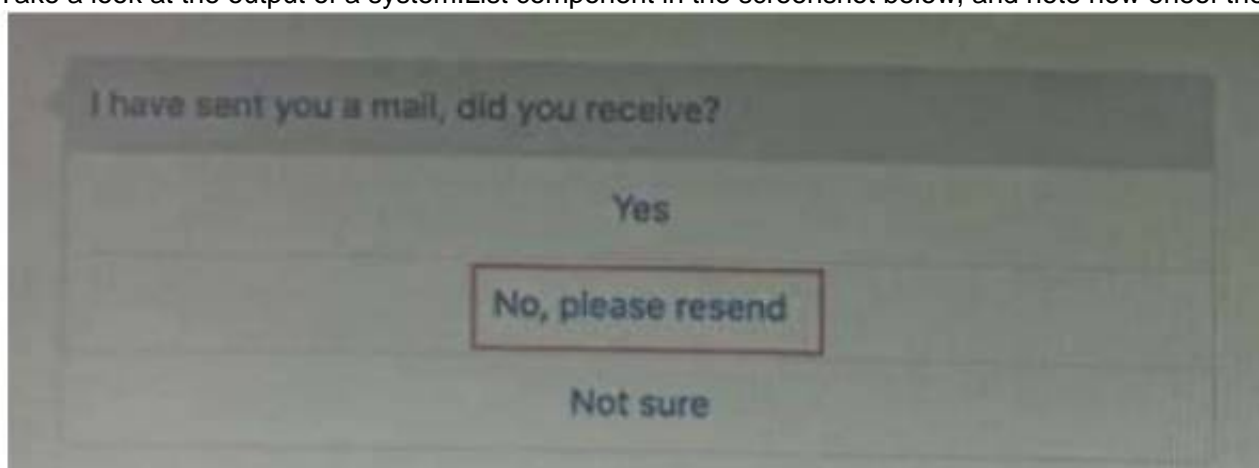
You are designing a skill for a railway company. You created a value list entity (StationEntity), which is the list of all possible train stations To resolve an intent (RouteInfoIntent), you need to determine whether the user is asking for a route which is either to a station or from a station. Which statement describes the most robust and efficient approach for extracting this information from the user input?

- A. Create a value list entity called ToFromEntity with values of "to" and "from" and with appropriate synonyms for each value
- B. Create a value list called DirectionStation and add ToFromEntity and StationEntity to this list
- C. Then, add DirectionStation to the RouteInfoIntent.
- D. Create two derived entities based on StationEntity: ToStationEntity and FromStationEntity
- E. In one entity, set the preceding phrase to "to" (along with any required synonyms). In the other entity, do the same but with the preceding phrase "from". Add both entities to the RouteInfoIntent intent.
- F. Duplicate StationEntity
- G. In one version, prefix all of the train station names with "to" and in the other prefix with "from". Then add both entities to the RouteInfoIntent intent.
- H. Add StationEntity to the RouteInfoIntent intent and then update the training data with phrases beginning with "from".

**Answer: B**

### NEW QUESTION 53

Take a look at the output of a system.List component in the screenshot below, and note how one of the items includes a comma (,).



In the code below, what value would you assign to the option property for it to display items for "Yes", "No please", and "Not sure"?

```
8 context:
9   variables:
10     emailReceive: "string"
11   states:
12     askGreeting:
13       component: "System.List"
14       properties:
15         options:
16           prompt: "I have sent you a mail, did you receive?"
17           variable: "emailReceive"
18     start:
19       component: "System.Output"
20       properties:
21         text: "${emailReceive.value}"
22       transitions:
23         return: "done"
```

- A. options: ["Yes","No, please resend","Not sure"]
- B. options: "Yes, No\u002C please resen
- C. Not sure"
- D. options: Yes, No\u002C please resend, Not sure
- E. options: "'Yes', 'No, please resend', 'Not sure'"
- F. options: [[Yes]. please resend]. [Not sure]]

**Answer:** E

#### NEW QUESTION 55

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 withinthe syste
- F. ResolveEntities and syste
- G. commonResponse components to display, for example, information about the entity that has been resolved.

**Answer:** BCD

#### NEW QUESTION 60

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 62

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 proble
- 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 64

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.ResolveEntitis
- 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-ucancelPolicy>  
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"><li>• immediate—Immediately after the allotted maxPrompts attempts have been met for an entity in the bag.</li><li>• lastEntity—When the last entity in the bag has been matched with a value.</li></ul>
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NEW QUESTION 66

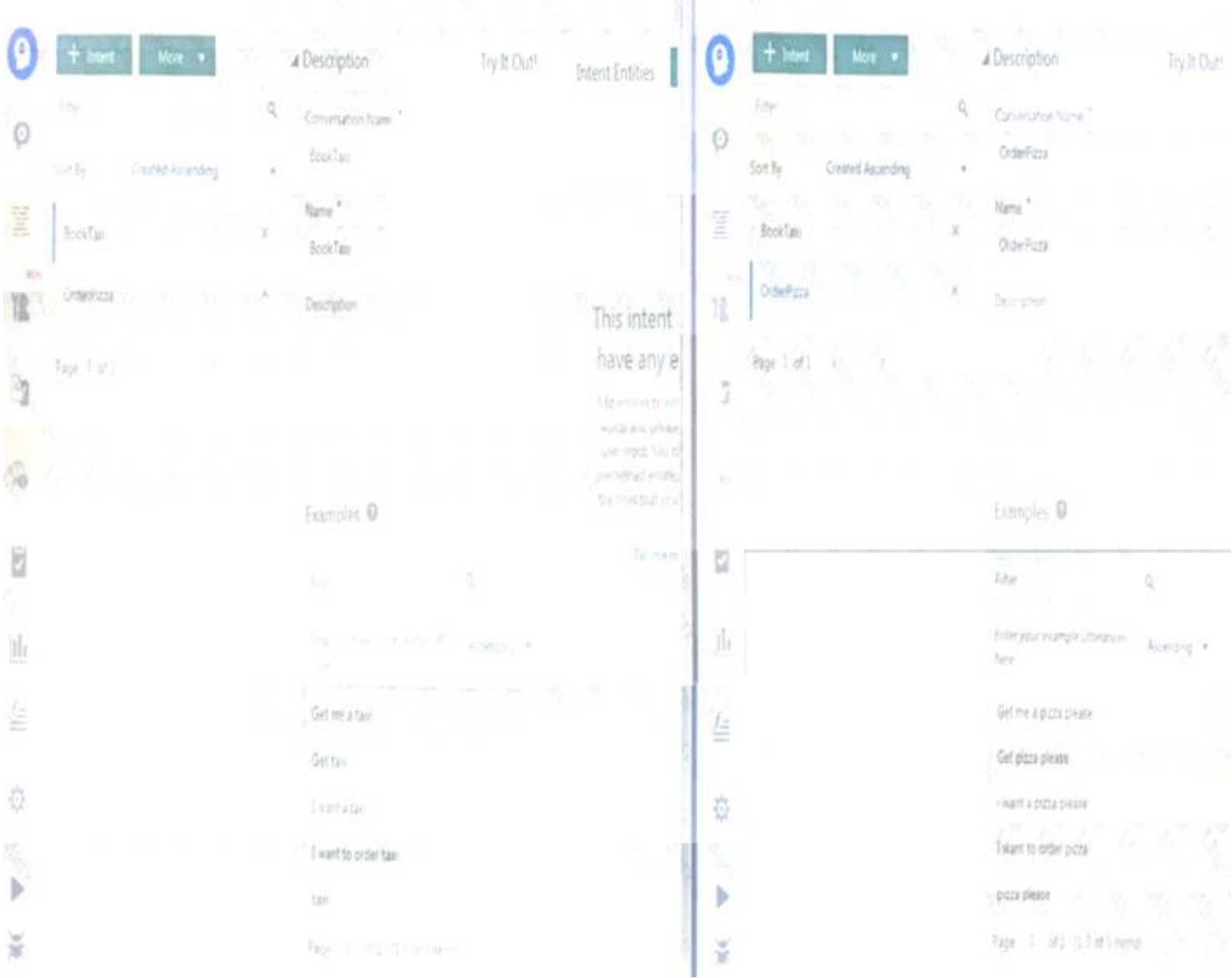
The agentActions property in the System.AgentInitiation component:

- 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

View the Exhibit.



You have been asked to review a skill for its readiness for go live. Which four issues would you raise as a priority?

- A. The unresolvedIntent has not been trained.
- B. The utterances have too much commonality.
- C. All utterances should start with an uppercase letter and end with a period.
- D. The word "please" may inadvertently skew the results.
- E. You should never have single-word utterances.
- F. The number of utterances looks to be too low and artificial for a go-live.

Answer: ABDF

NEW QUESTION 72

A user is in the middle of a conversation flow with a digital assistant but then triggers the Exit system intent by saying "get me out of here". Which statement is true?

- A. Depending on digital assistant routing parameters, the user will be prompted to confirm exiting from the current conversation.

- B. The conversation can only be exited if the current context score is lower than the Exit Skill Confirmation digital assistant routing parameter.
- C. The conversation can only be exited if the current context score is greater than the Exit Skill Confirmation digital assistant routing parameter.
- D. Because the user didn't explicitly specify the invocation name of the skill when exiting, the user will always be prompted to confirm exiting the current conversation.
- E. The conversation will resume at a state in the skill defined by a digital assistant parameter.

**Answer:** C

#### NEW QUESTION 74

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 hel
- 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 78

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