Oracle

1Z0-980 Exam

Oracle Knowledge Management Cloud 2017 Implementation Essentials

Version: 8.0

Question: 1

Which two statements are true about exporting report data? (Choose two.)

A. It can be exported as a Word doc.
B. It can be exported only as an .xlsx Excel file.
C. It can be exported in XML format.
D. It can be exported to a character-delimited file.
E. It can be exported in PDF format.
F. It can be exported using only absolute HTML layouts.

Answer: C,D

Question: 2

Which two statements are true about replacement tokens? (Choose two.)

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

Answer: B,D

Explanation:
Replacement tokens enable you to do the following:
References:
Oracle Service Cloud, Knowledge Advanced Administration Guide, 18A, page 25

Question: 3

What is the purpose of an SLA in Knowledge base?

A. to group and refine related answers based on the product and the service level
B. to provide access to the answers based on the customer service level agreement matching the answers' access level
C. to give permission to users to add questions in a forum based on the service level
D. to rank customers based on the number of answers posted in a forum based on the service level

Answer: B

Explanation:
Service Level Agreements (SLA) determine control the type and amount of support you offer your customers. You must define an SLA to associate with Customer Portal users.
Table Service Level Agreement Options, Example

Option	Action
Service Level Name	Quickstart SLA
Active	Select this option
Self-Service	Select this option
Chat Incidents	Enter 10
CSR Incidents	Enter 10
Email Incidents	Enter 10
Self Service Incidents	Enter 10
Total Incidents	Enter 40
Term (Duration)	7 Days
Access	Select all. You use Access levels to set up user groups.

Picture 1
References:
https://docs.oracle.com/cloud/august2016/servicecs_gs/FAKAU/Chunk858056443_d105.htm

Question: 4

After how many categories will you see a search box that you can use to locate a subset of the categories in Knowledge Advanced?

A. 1000
B. 100
C. 50

D. 500

	Answer: B

Explanation:
If there are more than 100 work teams, you will see a search box you can use to locate a subset of the work teams.
References:
Oracle Service Cloud, Knowledge Advanced Administration Guide, 18A, page 70

Question: 5

You have created a new answer article for your customer but when you are trying to see that answer article on the Customer's Portal you find that it is not appearing.
Which two issues might be causing the problem? (Choose two.)

A. There is no answer content added to the answer article.
B. There is no display position defined for the answer article.
C. The answer status is not set to public or custom status of status type "public".
D. The answer article is not assigned to any staff member/staff agent.
E. There is no search term added in the answer keyword list.
F. The answer is not assigned to any product/category that is visible to a customer.

	Answer: C,F

Explanation:
In order for answers to appear on the customer portal, the Status, Access Level, Language, Product, and Category fields must be set to a visibility that allows access by customers. If even one field does not allow visibility, the answer will not be available on the customer portal.
C: The primary factor that determines the visibility of answers is answer status. There can be many custom answer statuses, but all must be either a Public or Private status type, which is determined when the custom status is created.
F: Products and categories—The visibility settings for the products and categories associated with the answer will also affect the visibility. If the answer is assigned to a product or category that is not visible to customers on a particular interface, the answer will also not be visible to customers, unless it is assigned to another product or category that is visible on the interface. In other words, if you have an answer that is assigned to two products, and one of the products is not visible on the interface, but the other product is, your answer will appear on the interface. However, if the answer is assigned to two products, and neither product is visible on the interface, your answer will not appear on the interface under any circumstances.
References:
https://docs.oracle.com/cloud/november2016/servicecs_gs/FAABU/_BUIGuide-9.htm

Question: 6

You are working on a public answer that you want to add a part of information within the answer that is not yet approved for public visibility.

How will you do this without impacting the knowledgebase answer?

A. Add a conditional section within the answer with any access level.
B. Create a different answer with the part of information that needs to be updated, and after review merge it with the current answer.
C. Create an access level that has no customer portal visibility and assign it to the conditional section you do not want customers to view.
D. Make the answer status private, make the required changes, and republish it.

Answer: C

Explanation:
Before publishing an answer, determine which interfaces and customers you want to be able to view the answer. You can control visibility with answer access levels, languages, products, categories, and conditional sections.
A conditional section is a section of text in a document that appears only to those contacts meeting certain criteria. Conditional sections can also be placed in answers and tagged with specific answer access levels. In message templates, conditional sections can be used to filter content by contact, profile, runtime variable, or record type.
References:
https://docs.oracle.com/cloud/november2016/servicecs_gs/FAABU/BUIglossary.htm#FAABUconditi on

Question: 7

In Knowledge Advanced, which section displays the lock status?

A. Reports
B. Properties
C. Overview
D. Analytics

Answer: B

Explanation:
The Properties section displays the form properties and lock status.

Question: 8

Which two statements are true about workflows in Knowledge Advanced? (Choose two.)

A. A Workflow process can only be used while creating and editing the articles.
B. In Workflow you cannot reassign a task to another user or team.
C. Once a user rejects the article, the system automatically deletes the article.
D. Once a user rejects the article, it moves to the previous step.
E. A Workflow process is defined as a sequence of steps, such as creating, editing, translating, reviewing, and approving the articles.

Answer: D,E

Explanation:

D: A workflow consists of one or more steps. Each step defines a task that is assigned to a user or team of users, and the task assignment appears in the user's Inbox in Knowledge Advanced. When the task is completed, the user can either:

E: A workflow process is a sequences of steps, such as creating, editing, translating, reviewing, and approving, that you can define to enforce specific content management procedures for your organization.

References:

Oracle Service Cloud, Knowledge Advanced Administration Guide, November 2016, page 4

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