



ORACLE 1Z0-1037-21

Oracle Knowledge Management Implementation Essentials
Certification Questions & Answers

Exam Summary – Syllabus – Questions

1Z0-1037-21

Oracle Knowledge Management 2021 Certified Implementation Specialist

55 Questions Exam – 64% Cut Score – Duration of 90 minutes

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Know Your 1Z0-1037-21 Certification Well:

The 1Z0-1037-21 is best suitable for candidates who want to gain knowledge in the Oracle Knowledge Management Cloud. Before you start your 1Z0-1037-21 preparation you may struggle to get all the crucial Knowledge Management Implementation Essentials materials like 1Z0-1037-21 syllabus, sample questions, study guide.

But don't worry the 1Z0-1037-21 PDF is here to help you prepare in a stress free manner.

The PDF is a combination of all your queries like-

- What is in the 1Z0-1037-21 syllabus?
- How many questions are there in the 1Z0-1037-21 exam?
- Which Practice test would help me to pass the 1Z0-1037-21 exam at the first attempt?

Passing the 1Z0-1037-21 exam makes you Oracle Knowledge Management 2021 Certified Implementation Specialist. Having the Knowledge Management Implementation Essentials certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

Oracle 1Z0-1037-21 Knowledge Management Implementation Essentials Certification Details:

Exam Name	Oracle Knowledge Management 2021 Implementation Essentials
Exam Code	1Z0-1037-21
Exam Price	USD \$245 (Pricing may vary by country or by localized currency)
Duration	90 minutes
Number of Questions	55
Passing Score	64%
Format	Multiple Choice Questions (MCQ)

Recommended Training	<u>Oracle Knowledge Management 2021 Certified Implementation Specialist</u> <u>Oracle B2C Service Learning Subscription</u>
Schedule Exam	<u>Pearson VUE</u>
Sample Questions	<u>Oracle Knowledge Management 2021 Certified Implementation Specialist (OCS)</u>
Recommended Practice	<u>1Z0-1037-21 Online Practice Exam</u>

1Z0-1037-21 Syllabus:

B2C Service Knowledge Foundation	<ul style="list-style-type: none"> - Use answers - Modify answers - Describe answers relationships - Use answers search - Use answer versioning
Reports	<ul style="list-style-type: none"> - Classify reports - Create reports - Use reports features - Explain the dashboard feature
B2C Service Products and Services - Common Features	<ul style="list-style-type: none"> - Describe products and categories - Explain Service Level Agreements (SLA) - Explain response requirements
Knowledge Advanced	<ul style="list-style-type: none"> - Explain views - Use Knowledge Advanced features - Manage Knowledge Advanced Content - Use Knowledge Advanced Search Capabilities

Oracle 1Z0-1037-21 Sample Questions:

Question: 1

Your customer wants to generate a report showing the number of days since incidents of a particular incident type were updated. What should you use to create this report?

- a) Create a level filter using the count () function.
- b) Create a group filter using the rel_date_diff() function.
- c) Use the date_add() function.
- d) Use the date_diff() function nested in the name_format() function.

Answer: d

Question: 2

A customer wants to perform Knowledge Advanced administrative operations on multiple articles using the bulk update feature.

Which three statements are true about the bulk update feature?

(Choose three.)

- a) It can request translations of articles.
- b) It can change views of articles.
- c) It cannot delete articles from the Content Type.
- d) It can publish and un-publish articles.
- e) It cannot change the owner of articles.
- f) It cannot change product/category of articles.

Answer: a, b, d

Question: 3

You have created a new article in your knowledge base and you want it to always appear at the top of the search result page. What display position should you configure?

- a) Place at First
- b) Place at Top
- c) Historical usefulness
- d) Fixed at Top
- e) Fix First

Answer: b

Question: 4

In Knowledge Advanced, which three tasks can be filtered?

(Choose three.)

- a) tasks related to specific content types only
- b) tasks that are assigned
- c) open tasks only
- d) tasks for specific users
- e) tasks that are unassigned

Answer: c, d, e

Question: 5

How is access to a Knowledge Advanced article or external document controlled for web users on the Customer Portal?

- a) User groups
- b) Console Roles
- c) Profiles
- d) Views

Answer: a

Question: 6

In Oracle Knowledge Advanced, which shortcut key opens an external answer in a browser?

- a) Ctrl + A
- b) Ctrl + T
- c) Ctrl + N
- d) Ctrl + O

Answer: d

Question: 7

What two factors are responsible for ranking of an answer?
(Choose two.)

- a) display position
- b) number of answers linked to that answer
- c) number of searches for that answer article
- d) solved count based on customer activity

Answer: a, c

Question: 8

How can you access the Report Explorer?

- a) Home > Configuration > Report management > Report explorer
- b) Home > Configuration > Report Explorer
- c) Home > Analytics > Report Explorer
- d) Home > Analytics > Report management > Report explorer
- e) Home > Configuration > Report management

Answer: c

Question: 9

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**Question: 10**

Contact X is assigned to a Platinum SLA, which allows the contact to create a total incidents in a month. Your client wants to reduce the number of incidents to 100.

Which action should you perform?

- a) Delete the Platinum SLA and save the record, create a new SLA with a different name, and assign a total incident count.
- b) Activate the default SLA which has a default incident count by deleting the Platinum SLA.
- c) In the Platinum SLA modify the total incident count to 100 and save it.
- d) Rename the Platinum SLA, change the total incident value to 100, and save it.

Answer: c

Study Guide to Crack Oracle Knowledge Management Implementation Essentials 1Z0-1037-21 Exam:

- Getting details of the 1Z0-1037-21 syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the 1Z0-1037-21 exam.
- Making a schedule is vital. A structured method of preparation leads to success. A candidate must plan his schedule and follow it rigorously to attain success.
- Joining the Oracle provided training for 1Z0-1037-21 exam could be of much help. If there is specific training for the exam, you can discover it from the link above.
- Read from the 1Z0-1037-21 sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.
- Practicing on 1Z0-1037-21 practice tests is must. Continuous practice will make you an expert in all syllabus areas.

Reliable Online Practice Test for 1Z0-1037-21 Certification

Make DBExam.com your best friend during your Oracle Knowledge Management 2021 Implementation Essentials exam preparation. We provide authentic practice tests for the 1Z0-1037-21 exam. Experts design these online practice tests, so we can offer you an exclusive experience of taking the actual 1Z0-1037-21 exam. We guarantee you 100% success in your first exam attempt if you continue practicing regularly. Don't bother if you don't get 100% marks in initial practice exam attempts. Just utilize the result section to know your strengths and weaknesses and prepare according to that until you get 100% with our practice tests. Our evaluation makes you confident, and you can score high in the 1Z0-1037-21 exam.

Start Online Practice of 1Z0-1037-21 Exam by visiting URL

<https://www.dbexam.com/oracle/1z0-1037-21-oracle-knowledge-management-2021-implementation-essentials>