Oracle

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Oracle Knowledge Management 2022 Implementation Professional

Questions & Answers PDF

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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

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

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

<div style="border:1px solid black; display:inline-block; padding:8px; float:right;">

Answer: B

</div>

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

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