

1Z0-465^{Q&As}

Oracle RightNow CX Cloud Service 2012 Essentials

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QUESTION 1

Your customer is going to have three brand-related incident queues.

They need to do an order routing of incidents created through an email channel to different queues.

Identify the correct options to configure your routing rules for initial routing.

- A. Create a rule to route to each brand queue from the corresponding service mailbox in the "progress" state.
- B. Create a rule where if a subject contains the brand name, it should be routed to a brand queue.
- C. Create a rule to route to each brand queue from the corresponding service mailbox in the "initial" state.
- D. Create a rule where the sender's domain = a branch, route the incident to the matching brand.

Correct Answer: C

QUESTION 2

Your customer has five active agents, one agent profile, three products, and three incident queues (queue1, queue2, and queue3).

Their incidents are directed to each queue based on their three products.

Each product is assigned a unique queue.

The priority of queue to be worked are queue 1, queue2, and queue3.

Identify which two items will solve this problem.

- A. Change the full policy for the agent profile to manual and instruct at least one of the agents to pull queue3.
- B. Change the pull policy for the agent profile to "First Due".
- C. Create an escalation rule for the agent profile to "First Due".
- D. Create a new agent profile that has a reverse queue order and assign at least one agent to the new profile.

Correct Answer: CD

QUESTION 3

Your customer's agent is using the Co-Browse feature with an end customer who is using a Mac.

The Co-Browse is displaying an error and will not work. What action must the agent take to allow Co-Browse to work on Mac OS?

- A. Nothing, Co Browse is not supported for a Mac OS.
- B. Instruct the end customer to enable Java on their Mac.

- C. Have the customer clear their browser cache and try again.
- D. Have the customer use the IE browser.

Correct Answer: B

QUESTION 4

Your customer is a printing company and every knowledgebase article contains the word "print.

Which configuration will enable end customer searches to return a single knowledge article result when searching with "print"?

- A. Add "print" using the stop word editor and add "print" to only one knowledgebase article keyword
- B. Add "print" using the Stop word editor and add "print" to the alias file.
- C. Add "print" to only one knowledgebase article keyword and add "print" to a search priority word and assign multiple answers.
- D. Add "print" using the stop word editor and add "print" to a search priority word and assign one answer.

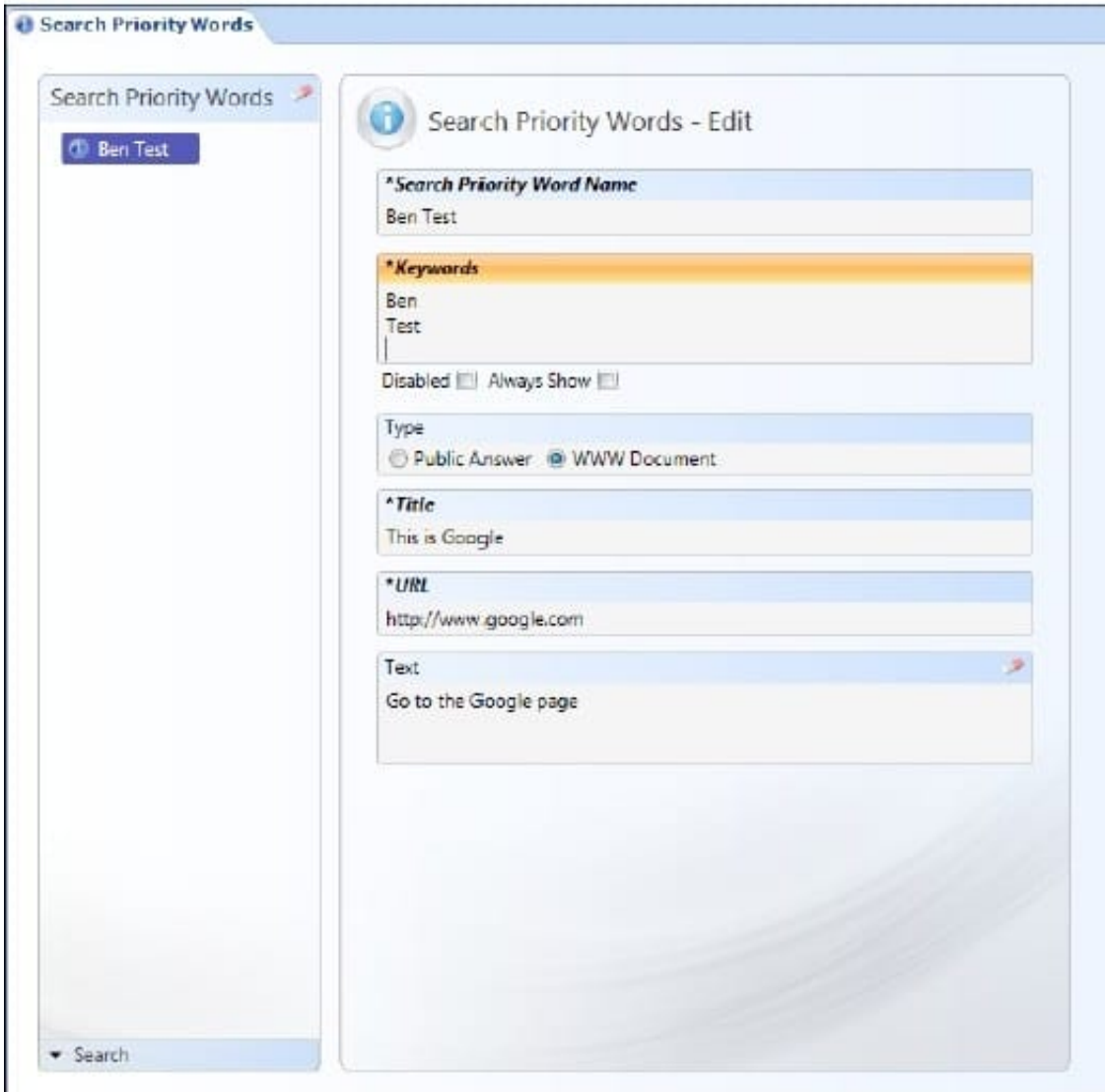
Correct Answer: D

Explanation: Search Priority Words editor. This feature of Oracle RightNow Knowledge Cloud Service used to be known as the Topic Words editor in versions released before May2010. This feature (see Figure below) is used to manually

show an answer at the top of all search results when a certain search term is entered. Entering a search priority word is helpful when you are confident that you know exactly which answer a customer wants to read when that person enters a

particular search term.

Widely using the Search Priority Words editor is not recommended; instead, use it sparingly for special situations, such as when you have an umbrella answer.



QUESTION 5

Your customer would like you to create a workflow following these requirements:

Requirement 1: The workflow will allow the agent to switch between workspaces by clicking the "Select Workspace" button.

Requirement 2: The agent can launch the script both within the workspace as well as by leaving the workspace while still inside the workflow.

Requirement 3: The workflow must capture all phone data provided to the agent in their desktop softphone application.

DSN

ANI Language Exit reason Transfer From Transfer Notes

Requirement 4: If a contact record exists, the workflow must load the contact found as the contact for the incident.

Requirement 5: If a contact record is not found, the contact will be created with all the data captured from softphone. Your customer is not willing to purchase or deploy custom objects to manage any data coming from their CTI integration.

Identify which three requirements can be accomplished through the use of standard workflow/workspace functionality.

- A. Requirement 1
- B. Requirement 2
- C. Requirement 3
- D. Requirement 4
- E. Requirement 5

Correct Answer: ABD

Note:

*A desktop workflow is a sequence of workspaces, scripts, decisions, and actions ?even other embedded workflows ?that supports a business process. Using an intuitive design interface, you define a workflow by assembling a set of elements into a logical order to form a flow diagram, then adding decision logic to advance the flow.

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