1Z0-465 Q&As

Oracle RightNow CX Cloud Service 2012 Essentials

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QUESTION 1

You are creating several new standard bead entries and want to use variables in your standard text.

What is the difference between "Variable" and "$"?

A. Variable pulls in a dynamic value from the database and $ is a fixed variable.

B. Variable pulls in a dynamic value from the database and $ allows the agent to enter a value.

C. Variable is a fixed value and $ pulls in a dynamic value from the database.

D. $ pulls in a dynamic value from the database and Variable allows the agent to enter a value.

E. $ allows the agent to enter a value and Variable is a fixed value.

Correct Answer: A

QUESTION 2

Your customer wants to measure agent performance based on feedback from their end customers.

If you end customer provides negative feedback, their incident needs to be reopened automatically.Identify three tasks to fulfill these requirements.

A. Create a broadcast survey.

B. Schedule a survey to run on a daily basis.

C. Set an incident business rule to send the survey when an incident is closed.

D. Create a new queue for unhappy customers.

E. Create a transactional survey.

F. Create a report of survey responses.

G. Assign score to the survey questions and set the status field based on the values of the responses.

Correct Answer: CEG

QUESTION 3

Requirements:

Create a tab with "Risk Management"data consistingof customfields and customobject data,and hide it from allstandard agents.

If the serial number is greater than500000 set thevalue of the custom field"Risk Management" Yes.

Capture the "Product"field from the email and populatethe productin the incidents.prod_id field.

Capture the Last andFirst names from the emailand populate the productcontact.last_name and contacts.first_name fields.

Create tabs for eachproduct linkingto the product informationpage on yourcustomer\'sweb site.

Once the product has been setin the workspaceopen up the applicable tabautomaticallyfor the agent to view.

They have askedthat no customizationbe partof the new workspace.

Identify the three requirements that are met using standard product features within the workspace.

A. Create a tab with "Risk management" data consisting of custom fields and custom object data, and hide it from all standard agents.

B. If the serial number is greater than 500000 set the value of the custom field "Risk management" = Yes

C. Capture the "Product" field from the email and populate the product in the incidents.prod_id field.

D. Capture the Last and First names from the email and populate the product in the contact.last_name and contacts.first_name fields.

E. Create tabs for each product linking to the product information page on the customer\'s web site.

F. Once the product has been set in the workspace open up the applicable tab automatically for the agent to view.

Correct Answer: CDF

QUESTION 4

Your customer has over a thousand answers in their knowledgebase.

The keyword search report shows that some end customers are searching, using a misspelled word returning zero results.

The client does not want to edit all the answers to fix this situation.

Choose the option that will fix your customer\'s issue.

A. Add the misspelled words to a custom field.

B. Add the misspelled words to the answer keyword.

C. Add the misspelled words to the stop word list.

D. Add the misspelled words to the alias file.

Correct Answer: D

Explanation: There are two files in particular that are especially important when configuring and tuning your knowledgebase, aliases.txt and exclude_answers.txt (aka stop words).

Aliases.txt - Use the Aliases.txt file in the File Manager, wordlist files to create synonyms.

Make sure you are using consistent terms in your Answers.

![Pass2Lead](https://Pass2Lead.com)
Adding misspellings to the Aliases.txt works very well, and presents people with Answers even if they make an common spelling error. it works very well.

If you add a misspelling to the keywords box, it only applies to that one single answer.

QUESTION 5

Which three actions must be performed in order to configure cloud Monitor?

A. Add or update navigation sets to include the Cloud Monitor navigation button and component

B. Add or update profiles to include-Cloud Monitor permissions.

C. Add or update profiles to include permission to add themes and Clustering.

D. Add or update staff accounts to use profiles that include Cloud Monitor permissions.

E. Add or update a list of favorites.

F. Set up a Cloud Monitor search schedule.

Correct Answer: ABD

Explanation: /Before you can monitor the social cloud to search for information related to your organization, you need to configure your application to provide access to the RightNow Cloud Monitor.

To provide access to the RightNow Cloud Monitor it is necessary to:

*

 (A)Add cloud monitor to Navigation Sets

*

 (B)Add cloud monitor permission to Profiles

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