

1Z0-325^{Q&As}

Oracle RightNow Cloud Service 2016 Implementation Essentials

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QUESTION 1

Your customer runs a 24/7 call center and has a policy stating that incidents that aren't solved by the end of an agent's shift should be moved out of that agent's inbox to be worked by another active agent.

Which two actions will accomplish this? (Choose two.)

- A. The agent does a multi-edit update for all incidents in their inbox and changes the assigned field to null.
- B. The agent reassigns each incident to another agent before they log off.
- C. Add a business rule that when an agent logs out, the Assigned field should be set to null for any unresolved incidents for that agent.
- D. Create a workspace rule that sets the Assigned field to null when an agent logs out.

Correct Answer: BC

QUESTION 2

During requirements gathering, your customer determines that since they will be directing customers to the support pages from their website, they would like the default Home page to be removed.

Which three of the available options are required to complete this requirement? (Choose three.)

- A. Update the config verb CP_HOME_URL.
- B. Update the config verb CP_LOGIN_URL.
- C. Delete the home.php file from the customer portal site.
- D. Remove the "Home page" navigation option from the template file.
- E. Update the site.css file to remove references to the Home page.

Correct Answer: ADE

QUESTION 3

During your customers' busiest hours, it is common for a supervisor to move agents from one queue to another to attend to more critical incidents.

Which four options allow the supervisor to meet this Requirement? (Choose four.)

- A. The supervisor could include or exclude queues from the agent's profile and the agent can log out and log back in.
- B. The supervisor adds a business rule that sets the queue.
- C. The supervisor could manually change the queue of a group of incidents to the queue the agents are working.
- D. Agents have access to a custom report that can filter and display all queues as directed by the supervisor.

E. The supervisor can delete a queue, so any incidents in that queue will requeue.

F. Agents can remove SLAs from the Organization records.

G. Agents can log out of the console and log in again with a different user account with access to the needed queue.

Correct Answer: ABCG

QUESTION 4

Your client has VIP customers (all of which have a custom contact field of VIP set to '\\Yes\\'). They want to offer these customers a higher priority service on Chat.

You intend to do this with a VIP queue.

Which three steps do you also need to perform? (Choose three.)

A. Set the Pull Policy to manual.. Create chat rules so that contacts with the VIP field set to '\\Yes\\' are routed to the VIP queue.

B. Add the VIP queue to the profile of the agents that are taking chats.

C. Move the VIP queue to the top of the queue list.

D. Create incident rules so that contacts with the VIP field set to '\\Yes\\' are routed to the VIP queue.

E. Create a rule to set an SLA.

Correct Answer: BCD

QUESTION 5

You are asked to identify how a question has been scored upon a search result.

While researching the question, you identified possible answer attributes to review.

Identify three items that affect the score of the answer and, therefore, should be reviewed. (Choose three.)

A. Status

B. Question

C. Access Level

D. Categories

E. Summary

Correct Answer: BDE

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