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Oracle RightNow CX Cloud Service 2012 Essentials

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QUESTION 1

Your customer would like to classify their incidents by the hierarchy of services they provide, and will route customer web form incidents to agents according to the type of help selected and by service in the hierarchy.

Select the two statements that would satisfy these requirements.

- A. Use the product field to identify the services and the disposition field to identify the customer's incident type of help.
- B. Use the product field to identify the services and the category field to identify the customer's incident type of help.
- C. Use the product field to identify the services and an incident custom field to identify the customer's incident type of help.
- D. Use the category field to identify the customer's incident type of help, and an incident custom field to identify the services.

Correct Answer: BC

QUESTION 2

Your customer has created a new script and has deployed it to the agents in their call center within their incident workflow.

They have noticed an issue that all of their agents cannot end the script of the places that were designed to.

Identify the two reasons for this.

- A. There are no exit or finished events being triggered on the script pages.
- B. The agents cannot get to the pages where they can end the script.
- C. There are no return events listed in the incident workflow for the script to use.
- D. There are no script beginning and ending buttons enabled for the script pages.

Correct Answer: BC

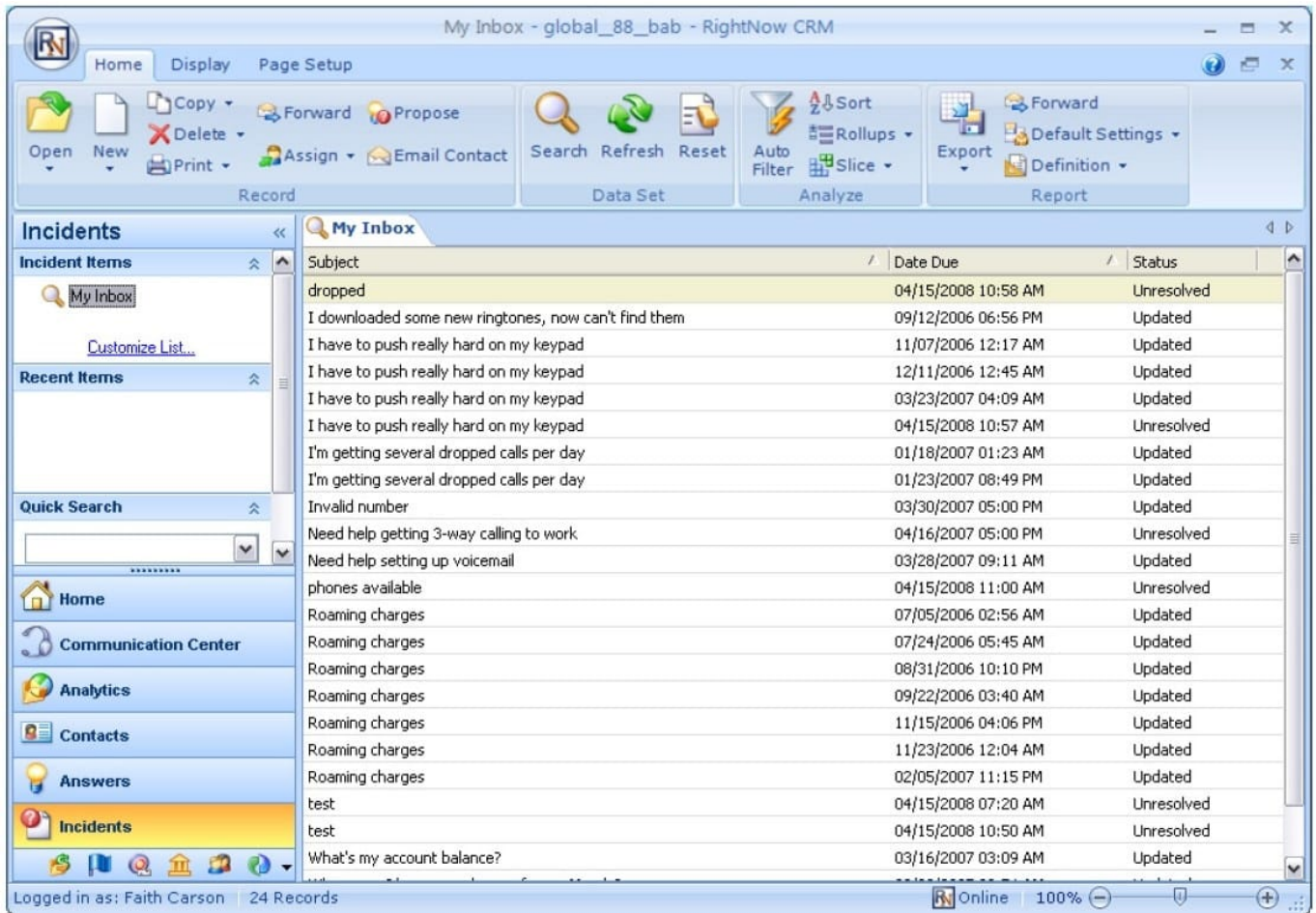
QUESTION 3

Your customer is using standard statuses, status types, and the standard agent "My Inbox" report. Which two incidentstatus types will show up in the agent's "My Inbox" report?

- A. Solved
- B. Unresolved
- C. Waiting
- D. Updated

Correct Answer: BD

Explanation: See figure below. Figure: My Inbox Report



Note:

*Inbox--An agent's personal queue consisting of all the incidents that have been assigned to the agent.

*Incidents can have one of the four default incident statuses, or they may have a custom status

defined by your RightNow administrator. The default statuses are Unresolved, Solved, Updated, and Waiting.

* Info:

Click this button to see details about the incident, including when it was created and last updated, the date when the initial response was due, the date of the initial response, the date of the last response, the closed date, the staff member

who created it, and the incident ID. If the incident is in a rules state or has an escalation level, that information also appears.

QUESTION 4

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 5

You have created variables for your customer address to be used throughout their system

What three pieces of functionality will allow the use of these variables?

- A. Answers
- B. Incidents
- C. Incident Rules
- D. Standard text
- E. Workflow
- F. Agent Scripting

Correct Answer: ACF

Explanation: A: You can use variables when authoring answers

C: A variable is a piece of data with a value that can change during rules processing. You define what its default, or starting, value should be. Then, based on conditions you specify, the variable can be modified by rule actions. You can also use the value of a variable as a condition of a rule. The value of the variable is temporary, existing only during the particular rules processing session. When rules processing is started the next time, the variable's value is reset to the default value.

QUESTION 6

You have created a custom widget for a customer portal page, and the widget needs to be styled based on your customer's branding guidelines.

Identify the location where the CSS file must be placed within the file structure.

- A. `\eufdevelopment\widgets\custom\{widget name}`
- B. `\eufrightnow\widgets\standard\{Widget name}`

C. \euf\assets\css\{widget name}\

D. \euf\assets\themes\{theme name}\widgetCss

Correct Answer: D

QUESTION 7

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 8

Your customer has asked that all incidents be "scanned" for words that may revolve around product defects and injuries so that they can alert their risk management team of any possible product issues or liability. The customer accepts that 100%

accuracy is not available, and accepts that they will be false positives and a margin for error.

They have provided you the following words to be "scanned":

Mouth

Jaw

Cheek

Jowl

Chin

Oral

Palate

The customer requires the following:

Match whole words only

All valid words must be preceded with a space.

All valid words must be spelled correctly.

All words must be directly followed by a meta character in this list:

, {comma}

. {period}

\ {single quote}

" {double quote}

; {semi colon}

: {colon}

{space}

! {exclamation point}

? {question mark}

and {ampersand}

You decide to use a regular expression to search for these words in all incoming emails.

```
^mouth [, | . | \ | " | ; | : | ! | ? | and] \ jaw [, | . | " | ; | : | ! | ? | and] \ cheek [, | ` | ; | : | ! | ? | and] \
```

```
jowl [, | . | " | ; | : | ! | ? | and] | \ chin $ [, | . | " | ; | : | ! | ? | and] | \ oral [, | . | ` | " | : | ! | ? | and] | \ palate [, | . | " | ; | : | ! | ? | and] \
```

Identify the three words that will be correctly matched to this regular expression.

A. Mouth

B. Jaw

C. Cheek

D. Jowl

E. Chin

F. Oral

G. Palate

Correct Answer: BCD

Incorrect:

Not A: mouth will not match ^mouth

Not E: chin will not match chin\$

Not G: palate will not match pallate

QUESTION 9

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.

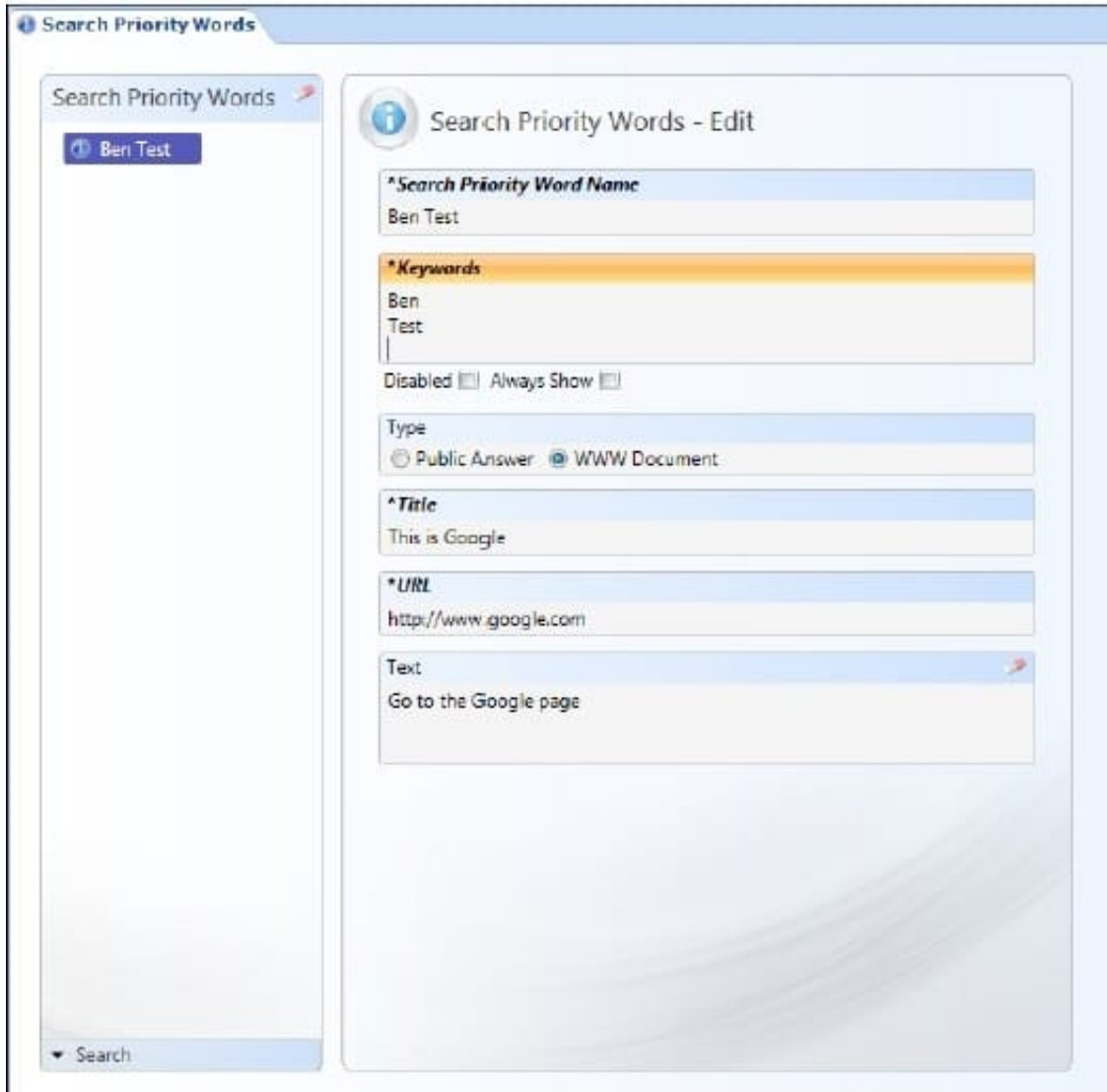
Correct Answer: D

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 10

Your customer has requested a workflow with the following requirements:

All workflows have a return event that allows users to exit the workflow. Every return event leads to a wrap up script that is positioned just before the incident workspace. Every exit takes the agent to the incident workspace. There is a "return to script" button on the workspace to take the agent to a workspace listing all available scripts.

Identify the requirement that could not be met.

- A. The workflow must take the agent to an incident workspace to finish their work.
- B. The workflow must allow the agent to restart the workflow from the ending Initial workspace.
- C. There must be a single script that all agents see to finish their conversation with the end customer.
- D. The agent can exit any script in the workflow, go to the workspace, and return to the script page that they originally left from.

Correct Answer: D

Note: *Oracle RightNow Desktop Workflow Cloud Service helps agents switch context during interactions. With Oracle RightNow Desktop Workflow Cloud Service, you design workflows that span the full interaction from start to finish. These interaction flows can present the agent with a sequence of workspaces and scripts dynamically as the context of the interaction evolves. As your workspaces become more tailored to specialized contexts, Oracle RightNow Desktop Workflow Cloud Service becomes an essential means of switching between workspaces

QUESTION 11

Your customer has asked you to create a report that will need to be sent to the executive management.

None of the recipients of this report has access to the system, and the same monthly report should be delivered to all recipients.

The management team frequently changes and your customer does not want to alter the report schedule after configuration.

After creating the report what two additional steps need to be taken?

- A. Create a schedule record for the report.
- B. Send a notification to the execution team that the report is available.
- C. Set the up staff accounts for the executive team.
- D. Create and add the distribution list to the schedule.
- E. Create a dashboard for the report.
- F. Upgrade the permissions for the report to include the executive team.

Correct Answer: AD

Note: *Distribution Lists Email address lists that you can use when scheduling reports, configuring rule notifications, forwarding incidents and opportunities, and using CC and BCC in incident responses

QUESTION 12

Your customer would like you to alter the content and format of the emails that are sent to their end customers when response is sent.

Which three of your customer's requirements can be fulfilled through the use of interface configuration?

- A. All emails sent must have the incident reference number at the beginning of the subject.
- B. All emails sent must contain the response of the agent and not the customer's thread.
- C. Incident messages shouldn't be sent.
- D. Receipt messages shouldn't be sent.
- E. All emails sent must be in HTML format.

Correct Answer: ABD

QUESTION 13

A customer wants to change the following text on the receipt and asksubmitpage:

"Thanks for submitting your question. Use this reference number for the follow up:

#120728-000001

A member of your support team will get back to you soon.

If you need to update your question and you already have an account, log in, click the Your Account tab, and select the question to open and update it."

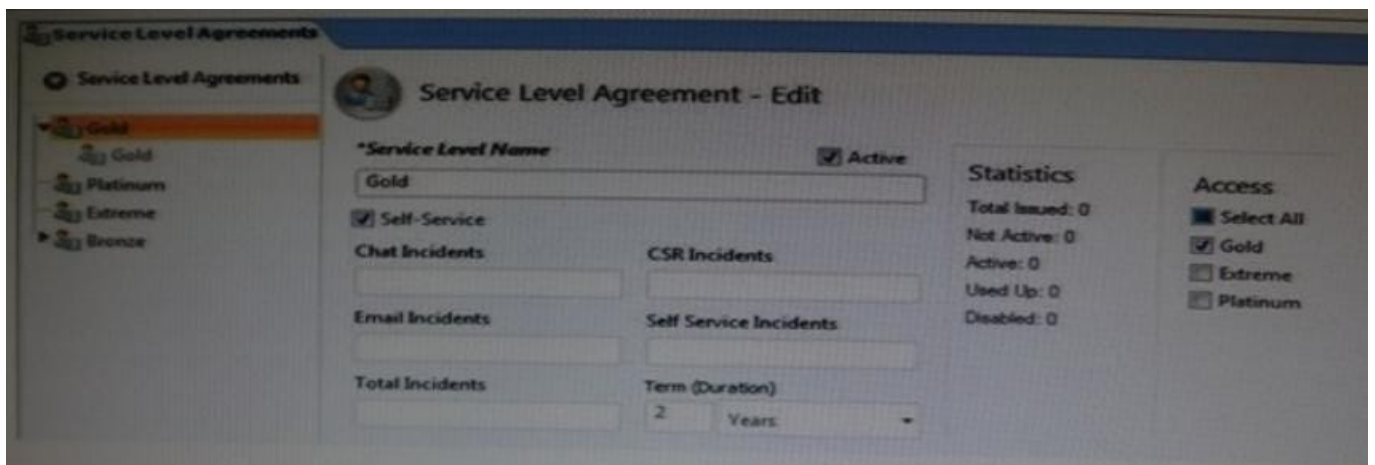
Which two actions will allow you to identify the correct message base item if you do not know which message base you need to edit?

- A. Run a message base report and search for the text string you want to change.
- B. Identify the customer portal page that includes the text you want to change and identify the message base from within the code.
- C. Look for the message in the receipt email body.
- D. Submit an incident to customer care.

Correct Answer: AB

QUESTION 14

View the Exhibit.



Your customer has "Gold" level SLAs being applied to organization automatically with an organization rule.

After six months the business decides to reduce the turnaround time for the response.

Instead of responding in 24 hours your agents need to respond to the end customers within the business hours.

You modify the Gold SLA to reflect this change but you notice that the SLA reports are still using a 24 hours response time.

Which statement is correct?

- A. Your site has been corrupted with "Ghost" SLAs (See Exhibit).
- B. You have not activated the rules so the updated SLAs are not being applied.
- C. Updating the SLA will not automatically update the organization's SLA.
- D. The SLA reports will need to be modified to use the new SLA.

Correct Answer: D

QUESTION 15

Identify which option describes a valid use of the disposition field.

- A. Describe the topic of knowledgebase answers
- B. Describe the classification of incidents
- C. The customer selected the nature of the question
- D. Describe the status of the customer question

Correct Answer: BD

Explanation: B: If agents are required to select from a certain subset of dispositions when solving incidents, you could create a workspace rule to make the Disposition field required and hide several of its items when incidents are set to Solved.

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