



# 1Z0-325<sup>Q&As</sup>

Oracle RightNow Cloud Service 2016 Implementation Essentials

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### QUESTION 1

When an agent handles a product return incident, they require the ability to go through a series of questions to determine the appropriate answer/response.

You determine this would best be solved using guided assistance which is automatically launched when a specific category is selected by an agent.

Which three steps are required to implement this solution? (Choose three.)

- A. Create a guide that takes the agent step by step to the relevant answers that the agent needs for a product return.
- B. Add the guide to an answer in the answer workspace.
- C. Add a workspace rule that has a trigger for when a Guide is Finished.
- D. Add an Answer Display Control to the incident workspace.
- E. Add a Guided Assistance Control to the incident workspace.
- F. Create a workspace rule that invokes a guide based on "a field has a certain value."
- G. Create a business rule that starts a guide.

Correct Answer: BDF

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### QUESTION 2

Your customer wants agents to respond to specific product questions in a uniform manner.

They interact with their customers through the customer portal, chat, and email. Some of the responses can be automated, so you set these responses as standard text.

Which three standard text types can you use? (Choose three.)

- A. Category Text
- B. Chat URL
- C. Incident Text
- D. Chat Text
- E. Product Text
- F. Answer Text
- G. Rule Text
- H. End User Text

Correct Answer: AEG

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### QUESTION 3

An agent starts a chat conference. What must the agent do to leave the conference open between the customer and a second agent?

- A. The original agent can exit the chat as soon as the new agent accepts the conference.
- B. The customer must agree to new agent.
- C. The original agent must transfer the lead role.
- D. The original agent cannot leave the conference without closing the chat.

Correct Answer: C

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### QUESTION 4

Your customer wants to send out a post incident survey using a business rule. Which two options would prevent them from completing their rule? (Choose two.)

- A. The rule contained a Send Email Response to Sender action within the Then statement.
- B. No transactional survey has been created, so the "Send Transaction Survey" action is not available.
- C. A "Transition State" action was added in the rule before the "Send Transaction Survey" was added so the action button is no longer available.
- D. The "IF" condition section includes a check of the previous status.
- E. The rule was created in a function state as opposed to a normal rule state.

Correct Answer: AD

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### QUESTION 5

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

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

- A. \$ allows the agent to enter a value and Variable is a fixed value.
- B. \$ pulls in a dynamic value from the database and Variable allows the agent to enter a value.
- C. Variable is a fixed value and \$ pulls in a dynamic value from the database.
- D. Variable pulls in a dynamic value from the database and \$ allows the agent to enter a value.
- E. Variable pulls in a dynamic value from the database and \$ is a fixed variable.

Correct Answer: B

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