



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

Oracle RightNow Cloud Service 2016 Implementation Essentials

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### QUESTION 1

Your client wants to allow the Administrator and Limited Administrator profiles to prevent user timeout until 60 minutes of inactivity. All other user profiles should be logged out after 15 minutes.

Which two steps must be performed to configure this? (Choose two.)

- A. Set the Session Timeout field to 3600.
- B. Set the Session Timeout field to null.
- C. Set the Session Timeout field to 60.
- D. Set the SESSION\_MANAGEMENT\_ENABLED Configuration Setting to Enabled.
- E. Set the SESSION\_MANAGEMENT\_ENABLED Configuration Setting to Disabled.
- F. Set the CLIENT\_SESSION\_EXP field to 60.

Correct Answer: AD

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### QUESTION 2

Your customer has decided to enable an existing Custom Object to be used by the new "Tech Support" profile.

Which two options outline the steps that will enable the "Tech Support" profile to utilize the custom object? (Choose two.)

- A. Update profile permissions/deploy custom object/add to workspace
- B. Update custom object permissions/update profile permissions/deploy custom object
- C. Update custom object permissions/deploy custom object/add to workspace
- D. Update profile permissions/add to workspace
- E. Update custom object permissions/add to workspace

Correct Answer: BC

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### QUESTION 3

Your customer has linked products and dispositions together on their site. On the agent's incident workspace the list of dispositions is not being filtered.

Select the two actions that will assist in troubleshooting this issue. (Choose two.)

- A. The client has not refreshed the incident in the incident workspace.
- B. The incident workspace does not have a filter workspace rule assigned.



- C. Your customer's agents must log out and log back in.
- D. The Auto-Build product-disposition links is not selected.
- E. The enable product-disposition linking is not selected.

Correct Answer: CE

#### QUESTION 4

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 attainable, and accepts that they will be false positives and a margin for error.

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

1.

Mouth

2.

Jaw

3.

Cheek

4.

Jowl

5.

Chin

6.

Oral

7.

Palate

The customer requires the following:

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. (Choose three.)



- A. Chin
- B. Jaw
- C. Mouth
- D. Cheek
- E. Jowl
- F. Oral
- G. Palate

Correct Answer: BDE

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#### QUESTION 5

Your customer is using standard statuses, status types, and the standard agent "My Inbox" report.

Which two incident status types will show up in the agent's "My Inbox" report? (Choose two.)

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

Correct Answer: CD

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