



1Z0-325^{Q&As}

Oracle RightNow Cloud Service 2016 Implementation Essentials

Pass Oracle 1Z0-325 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.geekcert.com/1z0-325.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Oracle
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





QUESTION 1

Your client wants to bring all contact records from the old system into Oracle Service Cloud.

Every time a contact record is created, an email message is sent to notify this contact that a new account was created for them. The contacts do not want these notifications.

Because you are about to load a large number of contact records, which requirement is essential to prevent emails from being sent?

- A. A message template must be created to alert the user about this registration process.
- B. The message template "Finish Account Creation" must be switched off before the contacts are loaded.
- C. A new, temporary, business rule needs to be created to prevent the emails from being sent.
- D. Fake email addresses need to be placed instead of the correct one.

Correct Answer: B

QUESTION 2

Your customer was reviewing published answers in their knowledgebase.

They noticed that several of the answers had irrelevant answers listed in the "Answers others found helpful" section of the answer detail page.

What step is required to eliminate the individual irrelevant answers?

- A. Block the irrelevant answers from Learned Links.
- B. Remove the related answers widget from the Customer Portal page.
- C. Remove the irrelevant answers from manually related answers.
- D. Delete the irrelevant answers from Sibling Answers.

Correct Answer: A

QUESTION 3

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

QUESTION 4

View the exhibit.



Your customer has "Gold" level SLAs being applied to certain organizations according to organization rules.

After six months, the business decides to change the response time: instead of responding in 24 hours your agents need to respond within eight business hours.

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

Which statement is correct?

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

Correct Answer: A

QUESTION 5

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

[Latest 1Z0-325 Dumps](#)

[1Z0-325 PDF Dumps](#)

[1Z0-325 VCE Dumps](#)