1Z0-325^{Q&As}

Oracle RightNow Cloud Service 2016 Implementation Essentials

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QUESTION 1

Your customer has asked you to fulfill a list of requirements for their incident workspace.

The customer has explained that the following constraints will be in place:

Requirements:

They have asked that no customization be part of the new workspace.

Identify three requirements that are met using standard product features within the workspace. (Choose

three.)

A. After the product has been set in the workspace, open up the applicable tab automatically for the agent to view.

B. Create tabs for each product linking to the product information page on the customer\\'s website.

C. Capture the Last and First names from the email text and map them to contacts.last_name and contacts.first_name fields.

D. Capture the "Product" field from the email and populate the product in the incidents.prod_id field.

E. Create a tab with "Risk Management" data consisting of custom fields and custom object data, and hide it from all standard agents.

Correct Answer: ABD

QUESTION 2

Select two statements that describe reasons why you would link products to categories. (Choose two.)

A. It simplifies reporting on answers and incidents products and categories.

B. It allows filtered product and category lists when creating answers.

C. It allows filtering of category, based on the product selected on customer portal pages.

D. It allows filtering of category, based on the product selected on incident workspaces.

Correct Answer: BD

QUESTION 3

Which incident field is designed to be used by your customer to standardize tracking of how incidents are resolved?

A. SLA Instance

B. Response Message

C. Severity

D. Disposition

E. Source

Correct Answer: D

QUESTION 4

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 5

Some chat agents need more time between chats. What are three ways to accomplish this? (Choose three.)

A. Agent adjusts Stagger Incoming Chats (Seconds) in Options Communication Center.

B. Administrator increases the wrap up time.

C. Agents increases Max Chat sessions.

D. Administrator sets chat workspace to close automatically after chat terminates.

E. Agent declines a chat offered.

Correct Answer: ACD

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