



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

Oracle RightNow Cloud Service 2016 Implementation Essentials

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### QUESTION 1

You are updating the "Salesman" profile in a site where a new custom object has been created called CO.Salesman.

Your customer has requested their salesmen update records in this Custom Object from the agent desktop.

What two settings in the "Salesman" profile have to be updated to allow them this access? (Choose two.)

- A. Update the workspace for Opportunities.
- B. Add a workspace for the Salesman Custom Object.
- C. Add a custom report display Custom Object details.
- D. Custom Objects Tab: Select the Read check box for Package Name "CO" and Object Name "Salesman".
- E. Contacts Tab: Select the Edit check box for Sales.
- F. Custom Objects Tab: Select the Update check box for Package Name "CO" and Object Name "Salesman".
- G. Sales Tab: Select the Edit check box for Opportunities.

Correct Answer: EF

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### 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

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### QUESTION 3

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? (Choose two.)



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

Correct Answer: AB

#### QUESTION 4

What is the maximum number of special characters that can be required in a password in addition to having lower and uppercase letters, two numbers, and a maximum character length of 10?

- A. 8
- B. 1
- C. 6
- D. 3
- E. 5

Correct Answer: B

#### QUESTION 5

To manage widgets, you need to access the menu link "Widgets" on the Customer Portal Admin page shown in the picture below:



Select three answers that match the options you expect to see when you click Widgets. (Choose three.)

- A. Widgets details
- B. Create a new widget
- C. Browse widgets
- D. Change widget version



E. Syndicated widgets

Correct Answer: BCE

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