



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

Oracle RightNow Cloud Service 2016 Implementation Essentials

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### QUESTION 1

You created a broadcast survey using the advance survey editor. The survey has a web page and four survey pages.

When you preview the survey you have trouble getting the survey to move between the survey pages. Which item will enable you to navigate the survey as designed?

- A. Web Page Links
- B. Next and Submit Buttons
- C. Decision or Case Statements
- D. Survey Template
- E. Redirect URL
- F. Standard Connectors

Correct Answer: F

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### QUESTION 2

An incident needs to be assigned manually to an agent who is not listed on the assignment field menu. Which three options do you need to verify so that the agent's name is displayed? (Choose three.)

- A. Check if a business rule is removing the agent's name from the assignment field.
- B. Check if the agent has an active (not disabled) user account.
- C. Verify if a workspace rule is hiding the agent's name from the assignment field menu.
- D. Verify in the agent's profile if the option "Appear in Menus" is selected.
- E. Verify that the agent is part of a distribution list.

Correct Answer: BCE

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### QUESTION 3

You are working with multiple interfaces.

Which four objects/items are shared across interfaces? (Choose four.)

- A. Configuration Settings
- B. Staff Accounts
- C. Navigation Sets
- D. Profiles



- E. Workspaces
- F. Reports
- G. Custom Objects
- H. Business Rules

Correct Answer: BCDE

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#### QUESTION 4

Your customer has performed a search on the knowledgebase and has stated that they are getting strange results. Every time they search for the word "widget" the correct answer appears as the 10th answer on the search results and not at the top of the first page.

How can you increase the value of the word "widget" in the knowledgebase search results?

- A. Set the display position to "Place at top."
- B. Assign all products and categories to the knowledgebase answer.
- C. Set the display position to "Fix at top."
- D. Add the search term to the keyword field of the knowledgebase answer.

Correct Answer: D

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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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