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QUESTION 1

You have been asked to create a customized workflow for a customer's agents. You perform these steps: Which three customer requirements were fully met by the steps taken? (Choose three.)

- A. Each agent's profile will determine which workflow(s) are available to them.
- B. All text must be scanned for negative Smart Sense scores and routed accordingly to the correct agent group's queue.
- C. Incidents received from Ask a Question must be checked for any custom field data.
- D. The workflow must be performed without prompting from the agent.

Correct Answer: ABD

QUESTION 2

Your customer wants agents to respond to specific product questions in a uniform manner.

They interact with their customers through the customer portal, chat, and email. Some of the responses can be automated, so you set these responses as standard text.

Which three standard text types can you use? (Choose three.)

- A. Category Text
- B. Chat URL
- C. Incident Text
- D. Chat Text
- E. Product Text
- F. Answer Text
- G. Rule Text
- H. End User Text

Correct Answer: AEG

QUESTION 3

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

QUESTION 4

Your client decides not to use Groups when setting up staff accounts.

You are positive that groups should be set up. Therefore, you need to explain the advantages to your client.

Select two advantages of setting up groups. (Choose two.)

- A. routing incidents to groups with business rules
- B. assigning incident queues to a Group
- C. displaying group performance with analytics reports
- D. deactivating staff groups

Correct Answer: BD

QUESTION 5

Identify the seven data types that are available as custom fields. (Choose seven.)

- A. Multi Select Menu
- B. Float
- C. Menu
- D. Text Field
- E. Date/Time
- F. Currency
- G. Date Field
- H. Text Area
- I. Integer
- J. Yes/No



Correct Answer: CDEGHIJ

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