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QUESTION 1

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

QUESTION 2

An agent has mistakenly closed their quick search menu and it is no longer displayed on their desktop. Which two paths are required to display the quick search navigation again? (Choose two.)

- A. File Menu/Links
- B. Navigation Pane/Quick Search
- C. File Menu/Options
- D. Tools Menu/Quick Search
- E. Configuration/Application Appearance

Correct Answer: BD

QUESTION 3

You have set up a business rule auto response with standard text to send an email to customers when they select specific categories while asking a question on the customer portal page.

When you activate the new business rule, your standard text for the email starts showing up with the Smart Assistant responses on the customer portal when a customer is submitting a question.

How do you resolve this?



- A. Update the business rule that sends the auto response to "If Incidents.category not equal Smart Assistant."
- B. Change the business rule that creates the Smart Assistant Response to "If Incident.Source equals Ask a Question."
- C. Change the business rule that creates the auto response to "If Incident.Source equals Ask a Question."
- D. Change the business rule that creates the auto response to "If incident.source equals Ask a Question or Incident.Source equals Smart Assistant on Ask a Question."
- E. Change the business rule that creates the Smart Assistant Response to "If Incident.Source equals Smart Assistant on Ask a Question."

Correct Answer: A

QUESTION 4

Your customer has asked that all incidents be "scanned" for words that may revolve around product defects and injuries so that they can alert their risk management team of any possible product issues or liability. The customer accepts that 100% accuracy is not attainable, and accepts that they will be false positives and a margin for error.

They have provided you the following words to be "scanned":

1.

Mouth

2.

Jaw

3.

Cheek

4.

Jowl

5.

Chin

6.

Oral

7.

Palate

The customer requires the following:

You decide to use a regular expression to search for these words in all incoming emails.

```
^mouth[.,|\\"";:| |!|?|and]\ jaw[.,|\\"";:| |!|?|and]\ cheek[.,|\\"";:| |!|?|and]\ jowl[.,|\\"";:| |!|?|and] \ chin$[.,|\\"";:|
```



|!?!and|\\

oral[.,|\\'|";:| !?!and|\\ palate[.,|\\'|";:| !?!and]

Identify the three words that will be correctly matched to this regular expression. (Choose three.)

- A. Chin
- B. Jaw
- C. Mouth
- D. Cheek
- E. Jowl
- F. Oral
- G. Palate

Correct Answer: BDE

QUESTION 5

When an incident is opened, your customer would like to have different incident workspaces open based on the six products that can be selected when an incident is submitted from the Ask A Question customer portal page.

When designing the workflow used to complete this requirement, which three elements are necessary? (Choose three.)

- A. Decision
- B. Load
- C. Entry Point
- D. Set Fields
- E. Workspace

Correct Answer: BCD

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