1Z0-325 Q&As

Oracle RightNow Cloud Service 2016 Implementation Essentials

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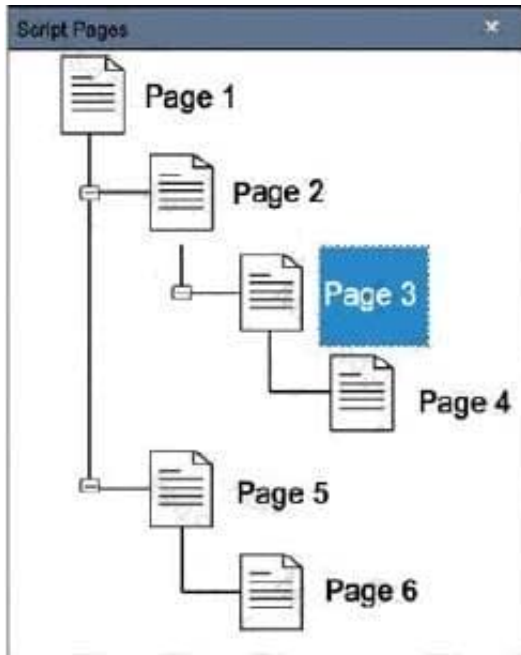**800,000+** Satisfied Customers

QUESTION 1

When building an agent script with the pages and page structure as shown below, you need to take an agent from Page 3 to Page 1. There is no navigation menu in the script because you are controlling it with rules.

Which two rule actions can be used to meet this requirement? (Choose two.)

A. Page Rule: Go to previous page

B. Page Rule: Go to certain page

C. Script Rule: Fire an Exit event

D. Page Rule: Go to next page

E. Page Rule: Go to beginning of script

F. Script Rule: Fire a name event

Correct Answer: CF

QUESTION 2

Your customer would like to run incident reports with up to five years of data on incidents and activity for a given agent regardless of whether an agent has left the company.

Your customer reuses licenses after staff members leave the company and will need to continue that practice.

Your customer is not sure what they need to do to keep from deleting data for agents that have left the company.

Identify which option would allow your customer to administer the staff accounts to enable the reporting abilities they

require.

A. Disabled from Assignment

B. Disabled from Assignment and Report Filters

C. Permanently Disabled

D. Do not disable, but lock the staff account.

E. Reassign the old incidents to another staff account called Former Employee.

Correct Answer: A

QUESTION 3

Your customer has team leads who are responsible for creating business rules and managing staff

accounts.

However, they should not be allowed to create or modify any profiles.

Which two options can be used to configure the Navigation Set for these team leads? (Choose two.)

A. Add the Configuration items of Rules and the Staff Account by Group report into the Home Tab and remove the default Navigation Set.

B. Keep the default Configuration Items in the Navigation Set and let the profile handle this.

C. Create a navigation set that only has "Rules" and all "Staff Management" items in the Navigation Set.

D. Add the Configuration items of Workspaces/ Workflows, Rules and the Staff Account by Group report into the Home Tab and remove the default Navigation Set.

Correct Answer: CD

QUESTION 4

Your customer would like to automatically create incidents for any comments created on Social Media sites.

Which two Social Media options are available to create incidents in Oracle Service Cloud? (Choose two.)

A. Google Plus Comments

B. Instagram Comments

C. Facebook Public Personal Page Comments

D. Twitter Public Comments

E. YouTube Comments

F. Twitter Private Messages

G. Facebook Fan Page Comments

Correct Answer: CD

QUESTION 5

When an agent handles a product return incident, they require the ability to go through a series of questions to determine the appropriate answer/response.

You determine this would best be solved using guided assistance which is automatically launched when a specific category is selected by an agent.

Which three steps are required to implement this solution? (Choose three.)

A. Create a guide that takes the agent step by step to the relevant answers that the agent needs for a product return.

B. Add the guide to an answer in the answer workspace.

C. Add a workspace rule that has a trigger for when a Guide is Finished.

D. Add an Answer Display Control to the incident workspace.

E. Add a Guided Assistance Control to the incident workspace.

F. Create a workspace rule that invokes a guide based on "a field has a certain value."

G. Create a business rule that starts a guide.

Correct Answer: BDF