



1Z0-465^{Q&As}

Oracle RightNow CX Cloud Service 2012 Essentials

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QUESTION 1

Your customer has created a new script and has deployed it to the agents in their call center within their incident workflow.

They have noticed an issue that all of their agents cannot end the script of the places that were designed to.

Identify the two reasons for this.

- A. There are no exit or finished events being triggered on the script pages.
- B. The agents cannot get to the pages where they can end the script.
- C. There are no return events listed in the incident workflow for the script to use.
- D. There are no script beginning and ending buttons enabled for the script pages.

Correct Answer: BC

QUESTION 2

Which are two true statements about chat surveys?

- A. You can create a chat rule to email a transactional survey to the customer at the end of a chat.
- B. Sending a link to a survey can only be done by the agent during or at the end of chat.
- C. You can create a chat rule to pop up a transactional survey at the end of a chat.
- D. When displaying a link to a chat survey, customer information cannot be linked back to the chat.

Correct Answer: AC

Note: *Chat Surveys Oracle RightNow Chat Cloud Service facilitates real-time chat sessions between your agents and customers visiting your Website. Completion of a chat session is a prime time to gather feedback measuring the effectiveness of the chat channel and to gain deeper insight into your online customer experience. Configurable chat business rules enable you to present customers with a Website link survey when the chat session is complete or when the chat is canceled(C). A transactional survey may also be e-mailed to the customer after the chat is completed instead of "popping" the survey to the screen.(A)

*As part of the Oracle RightNow CX Cloud Service solution, there are at least 11 different ways to listen to your customers: transactional surveys, broadcast surveys, Website link surveys, chat surveys, voice surveys, surveys by proxy, answer feedback, site feedback, social monitor, support community, innovation community, and periodic review of incidents.

QUESTION 3

Your customer shipspackages directlyto customersusing a trackable shipping method. When an order is shipped, a trackingnumber is savedin an incidentcustom field.

In order to quickly respond tocustomer\\'squestions about shippingstatus,yourcustomerhas requestedthat a hyperlink



control be available on the incident workspace that will load the tracking details of the package associated with the incident when clicked.

The custom field details are below:

Name: Tracking ID Data Type: Text Field Usage: Plain Text Default Value: Null Size of Field: 13 Column Name: tracking_id Custom Field ID: 87

The URL customer has provided for tracking is <https://widgetshippers.com/trackyourpackage?id=>

Of the available options, select the one that satisfies your customer's request.

- A. [https://widgetshippers.com/trackyourpackage?id=incidents.c\\$tracking_id](https://widgetshippers.com/trackyourpackage?id=incidents.c$tracking_id)
- B. [https://widgetshippers.com/trackyourpackage?id=c\\$tracking_id](https://widgetshippers.com/trackyourpackage?id=c$tracking_id)
- C. [https://widgetshippers.com/trackyourpackage?id=\\$p_icf_87](https://widgetshippers.com/trackyourpackage?id=$p_icf_87)
- D. [https://widgetshippers.com/trackyourpackage?:id=incidents.c\\$tracking_id](https://widgetshippers.com/trackyourpackage?:id=incidents.c$tracking_id)
- E. [https://widgetshippers.com/trackyourpackage?id=\\$icf_candtracking_id](https://widgetshippers.com/trackyourpackage?id=$icf_candtracking_id)

Correct Answer: A

QUESTION 4

Your customer supports three different brands and needs to be able to send and receive emails using differently branded email.

The end customers may not know that the three brands are supported by the same company or that the Oracle RightNow CX Cloud Service is being used.

Identify the three configurations that must be made to enable this requirement.

- A. Use SMTP Forwarding from your customer's mail server to the default service mailbox.
- B. Create three service mailboxes on the console, and use SMTP forwarding from your customer's mail server.
- C. Use the Friendly From/Branded Address.
- D. Use the custhelp.com email address as the Reply To Address.
- E. Use your customer's branded email address as the Reply To address.

Correct Answer: BCE

Note:

*Key Elements of the RightNow CX August 2011 Release include:

Enhanced Mailbox Branding - Provides a "Friendly From/Branded Address" field to increase personalization and relevance for service and marketing emails.



QUESTION 5

After an implementation of a Chinese Knowledge base, your customer notices there are some search terms that are not found when searching through the knowledgebase under any use case.

You have verified that there are answers for the search terms being searched, but you also verify that answers are not being returned correctly.

Identify the configuration change you would make to mitigate this problem.

- A. Update the answer keywords
- B. Verify that all selections of the target answer(s) contain the search terms you're looking for.
- C. Create hidden div tags inside the answer's question section to promote the matching of a given target search term that isn't being matched.
- D. Create entries for the word and its syntax in the dictionary file.
- E. Create alias and thesaurus entries with the correct target search terms.

Correct Answer: E

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