



1Z0-465^{Q&As}

Oracle RightNow CX Cloud Service 2012 Essentials

Pass Oracle 1Z0-465 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.geekcert.com/1z0-465.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Oracle
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





QUESTION 1

Your customer has asked you to enable their system and agents to capture an order number.

The order number field is a nine-digit alphanumeric field.

They would also like their end customers to enter their own order number when asking a question on the customer portal pages.

Identify three steps to establish the field.

- A. Create a custom field for Answer.
- B. Select the Interface Visibility End User ?Read/Write check box.
- C. Select the Interface Visibility Marketing and Feedback to web form check box.
- D. Create a custom field for Incident.
- E. Set the data type for a custom field to Text Field.
- F. Set the data type for a custom field to Menu.

Correct Answer: ABE

E (not F): Text field not Menu.

QUESTION 2

When an incident is opened, your customer would like to have different 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?

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

Correct Answer: BDE

QUESTION 3

Your customer has asked you to create a report that shows all incidents opened within the past month.

The report should show the following columns:



Numberofincidents opened inthepast month Numberofincidents opened in the pastweek Numberofincidents openedin the pastday

Which two functions are needed in the expressions to create the three columns?

- A. NVL
- B. AVG
- C. IF
- D. DECODE
- E. SUM

Correct Answer: CE

Incorrect:

Not A:In Oracle/PLSQL, the NVL function lets you substitute a value when a null value is encountered.

Not D:DECODEcomparesexprto eachsearchvalue one by one. Ifexpris equal to asearch, then Oracle Database returns the correspondingresult. If no match is found, then Oracle returnsdefault. Ifdefaultis omitted, then Oracle returns null.

QUESTION 4

Which three expressions use proper syntax?

- A. If (incidents.assign_acct_id ISNULL, `Not Assigned`, 0)
- B. Date_diff(incidents.closed, incidents.created)
- C. If(incidents.assign_group_id= 100460, `With Support`, `Not with Suport`)
- D. Sum(if(incidents.status_id 2, 1, 0))
- E. Avg(incidents.candtimes_opened)

Correct Answer: ABC

QUESTION 5

Your customer wants to set a disposition and add specific standard text item automatically based on a given endpoint within guided Assistant path into the response thread.

What are the two steps required to complete this request?

- A. Create a Named Event to fire each end point of the Guide.
- B. Use an Incident Business rule to fire a named event and populate the standard text to the message thread.
- C. Use Agent Workspace rule to populate the standard text to the message thread and set the disposition when the named event is fired.



D. Use Agent Workflow to populate the disposition and populate the standard text based on the named event in the guide.

E. Use a workplace rule to create a pop-up box reminding the agent to select the disposition and make the disposition field required on the incident workplace.

Correct Answer: AC

Note:

* To create a simple rule using named events, open a test incident workspace and:

1.

Create a rule to fire a named event:

Create a simple rule like: when Incident.Subject changes then fire a Named Event value "SubjectChanged".

To set the name of the named event, click on the link: "named event" in the "Then Actions" tab of the rule designer.

After this you will see the name you entered as the rule action, such as "This rule will fire SubjectChanged named event."

2.

Create a second rule to take action on the named event from above:

Create a rule like: when "SubjectChanged" named event fires then set Incident Status = Updated.

To set the rule to fire on this named event, select "A named event fires" from the "When" tab of the rule designer.

Enter "SubjectChanged" as the named event value (to match the rule above). Set a rule action (in the "Then Actions" tab of the rule designer) such as: set Incident Status = Updated.

When you test this workspace you should see that the incident status is set to "Updated" after you change the Incident subject.

[1Z0-465 Practice Test](#)

[1Z0-465 Exam Questions](#)

[1Z0-465 Braindumps](#)