1Z0-465$^{Q\&As}$

Oracle RightNow CX Cloud Service 2012 Essentials

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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 fieldforAnswer.

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

Referring to custom fields in the system, identify the column identifier that indicates it is a custom field.

A. CO$

B. C$

C. RN$

D. CF$

E. $C

Correct Answer: B

Explanation: In the latest RightNow API (February 2012 and May 2012 release), one of the important changes we need to be aware of is the structure of custom field and the query format in ROQL. In the older API version, all custom field API name has a prefix of "c$". e.g, c$mycustomfield. You can query the custom field data out by using the following ROQL:

Select ID, c$mycustomfield FROM Contact;

QUESTION 3

Identify the four guidelines that are relevant with regard to web accessibility.

A. Support increased text sizes.

B. Ensure color alone is not used to convey content.

C. Avoid background sound.

D. Ensure no underlined content exists.

E. Provide multiple methods for finding content.

F. Ensure all alternate text is unused.

Correct Answer: ABCE

QUESTION 4

Your customer would like to havethe defaultsearch report (Answers?omplexExpression Search Default)on their customer portal page alteredwith the following requirements.

They want the New and Update tagsto be displayedfor only 7 days. They want to displaythe Answer\'sscore.

Identify the two options that will enable you to complete the requirements.

A. Delete the exceptions for New and Updated.

B. Unhide the computed score (solved) column.

C. Change the variables for $new and $updated.

D. Update the configuration settings of ANS_NEW_INC_DURATION and ANS_UPD_INC_DURATION.

E. Insert the score (solved count) columns.

Correct Answer: DE

D:Specify how long an answer is displayed as new. ANS_NEW_INC_DURATION Specify how long an answer is displayed as updated. ANS_UPD_INC_DURATION

E:

*Both long-term and short-term solved counts are used to calculate the score.

*Score--A calculated value that ranks the order of displayed answers. An answer\'s score is determined by its solved count and any display position that was set when the answer was added or updated.

QUESTION 5

A customer wants to change the following text on the receipt and asksubmitpage:

"Thanks for submitting your question. Use this reference number for the follow up:

#120728-000001

A member of your support team will get back to you soon.

If you need to update your question and you already have an account, log in, click the Your Account tab, and select the question to open and update it."

Which two actions will allow you to identify the correct message base item if you do not know which message base you need to edit?

A. Run a message base report and search for the text string you want to change.

B. Identify the customer portal page that includes the text you want to change and identify the message base from within the code.

C. Look for the message in the receipt email body.

D. Submit an incident to customer care.

Correct Answer: AB

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