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QUESTION 1

Your customer has a single Service level Agreement and applies the service Level Agreement called Reseller when a contact is a reseller of their services.

These end customers often have their own ticketing system, and in order to capture the reseller\\'s ticket number, the customer has requested that their Ask page be upgraded to include an External Ticket Number custom field only when the logged in contact has a Service level Agreement that only a reseller would have.

Which two widgets or tags are used to complete your customer\\'s request?

A. Use the "Conditional" tag with an "sla" attribute.

B. Use the "FormInput" widget.

C. Use the "FormInputCustom" widget.

D. Use the "FormSubmit" widget.

E. Use the "Field" tag with the "name" attribute.

Correct Answer: AE

QUESTION 2

Your customer wouldlike you toalter the createaccount page.

```
1. <form id = "rn_CreateAccount" onsubmit = "return false;">
2.         <div id= "rn_ErrorLocation"> </div>
3.         <rn:Widget path= "Input/FormInput" name = "contacts.email"
           required = "true" validate_on_blur = "true" initial_focus = "true"/>
4.         <rn:widget path = "Input/FormInput" name = "contacts.login" required = "true" validate_on_blur = "true">
5.         <rn:condition config_check = "RNW_UI:EU_COST_PASSWD_ENABLED = = true">
6.         <rn:widget path = "input/FormInput" name = "contacts.password_new"/>
7.         <rn:widget path = "input/FormInput"
           Name = "contacts.password_veirfy"/>
8.         </rn:condition>
9.         <rn:widget path = "input/ContactNameInput" required = "true"/>
10.        <rn:wisget path = "input/CustomAllInput" table = "contacts"
           Always_show_mask = "true"/>
11.        <rn:widget path "input/FormSubmit"
           Label_button = "#rn:msg CREATE_ACCT_CMD#" on_success_url = "/app/account/overview"
           Error_location = "rn_ErrorLocation"/>
12. </form>
```

They would like you to changethe followingItems:

Custom fields: (display only these two fields) Contacts.free_trial (Not Required) Contacts.contact_okay (Not required)

Standard fields: Contact.email_alt1(Required) Contacts.email_alt2(Not required) Contacts.ph_mobile(Not required) Contacts.ph_home(Required) Name (Not required)

Identify the option thatcorrectlyreflects the changesrequested by the customer.

A.
```
<form id= "rn_CreateAccount" onsubmit= "return false;">
        <div id = "rn_ErrorLocation"> </div>
        <rn:widget path "Input/FormInput" name = "contacts.email"
Validate_on-blur = "true" required = "true" initial_focus = "true"/>
        <rn:widget path "input/FormInput" name = "contacts.email_alt1"
Validate_on_blur = "true" required = "true" initial_focus = "false"/>
        <rn:widget path = "input/FormInput" name = "contacts.email_alt2"
Required = "false" validate_on_blur = "true" initial_focus = "false/">
<rn:widget path = "input/FormInput" name = "contacts.login"
Required = "true" validate_on_blur = "true"/>
        <rn:condition_config_check = "RNW_UI:EU_CUST_PASSWD_ENABLED = =
true">
        <rn:widget path = "input/FormInput" name = "contacts.password_new">
        <rn:widget path = "input/FormInput"
Name = "contacts.password_verify" />
<rn:widget path= "input/Form/Input" name "contacts.pg_home" required = "true"/>
<rn:widget path = "input/FormInput" name = "contacts.ph_mobile"/>
</rn:condition>
<rn:widget path = "Input/ContactNameInput"/>
<rn:widget = path = "input/FormInput" name = "contacts.c$free_trial"
Required = "false"/>
        <rn:widget path "input/CustomAllInput" table = "contacts"
always_show_mask "true"/>
        <rn:widget path = "input/FormSubmit">
Label_button = "#rn:msg: CREAT_ACCT_CMD#" on_success_url =
"/app/account/overview"
Error_location = "rn_ErrorLocation"/>
</form>
```

B.
```
<form id = "rn_CreateAccount" onsubmit = "return false:">
        <div id "rn_ErrorLocation"> </div>
        <rn:widget path = "input/FormInput" name = "contacts.all_email"
Validate_on_blur = "true" required = "true" initial_focus = "true"/>
        <rn:widget path = "input/FormInput" name = "contacts.login"
Required= "true" validate_on_blur = "true"/>
        <rn:condition config_check = "RNW_UI: EU_CUST_PASSWD_ENABLED = = true">
        <rn:widget path = "input/FormInput" name = "Contacts.password_new"/>
<rn: path = "input/FormInput"
Name = "contacts.password_verify"/>
<rn:widget path = "Input/FormInput" name = "contacts.ph_home" required = "true"/>
<rn:widget path = "input/FormInput" name = "contacts.ph_mobile" />
        </rn:condition>
<rn:widget path"input">
<rn:widget path = "input/FormInput" name = "contacts.c$free_trial" required = "false"/>
<rn:widget path = "input/FormInput" name = "contacts.c$free_trial" required = "false"/>
<rn:widget path = "input/FormInput" name = "contacts.c$contact_okay"
Required = "false">
/*
<rn:widget path = "input/CustomAllInput" table = "contacts" always_show_mask = "true"/>
*/
        <rn:widget path = "input/FormSubmit"
Label_button = "#rn:msg: CREATE_ACCT_CMD#" on_success_url= "/app/account/overview"
Error_location = "rn_ErrorLocation"/>
</form>
```

C.
```
<form id = "rn_CreateAccount" onsubmit = "return false;">
        <div id = "rn_ErrorLocation"> </div>
        <rn: widget path = "input/FormInput" name = "contacts.email'>
Validate_on_blur = "true" required = "true" initial_focus = "true"/>
        <rn:widget path = "input/FormInput" name "contacts.email_alt1"
Validate_on_blur = "true" required = "true" initial_focus = "false"/>
<rn:widget path "input/FormInput" name = "contacts.email_alt2"
Required = "false" validate_on_blur = "true" initial_focus = "false"/>
<rn:widget path = "input/FormInput" name = "contacts.login"
Required = "true" validate-on_blur = "true"/>
        <rn:condition config_check = "RNW_UI:CUST_PASSWD_ENABLED = = true">
<rnwidget path = "input/ContactNameInput" required = 'false'/>
<rn:widget path = "input/FormInput" name = "contscts.password_new" />
<rn:widget path = "input/FormInput"
Name = "contacts.password_verify" />
<rn path = "input/FormInput" name = "contacts.ph_mobile" />
        </rn:condition>
<rn:widget path = "input/FormInput" name = "contacts.c$free_trial" required = "false" />
<rn:widget path = "input/FormInput" name = "contacts.c$contact_okay"
Required = "false" />
<rn:widget path = "input/FormSubmit' label_button = "#rn:msg:CREATE_ACCT_CMD#"
On_success_url = "/app/account/overview" error_location = "rn_ErrorLocation" />
</form>
```

D.
```
<form id = "rn_CreateAccount" onsubmit = "return false;">
        <div id = "rn_ErrorLocation"> </div>
        <rn:widget path = "input/FormInput" name = "contacts.email"
Validate_on_blur = "true" required = "true" initial_focus = "true" />
<rn:widget path = "input/textInput" name = "contacts.email_alt1"
Validate_on_blur = "true" initial_focus = "false" />
<rn:widget path = "inpu/textInput" name = "contacts.email_alt2"
Required = "false" validate_on_blur = "true" initial_focus = "false" />
        <rn:widget path = "input/FormInput" name "contacts.login"
Required = "true" validate_on_blur = "true" />
        <rn:condition config_check = "RNV_UI:EU_CUST_PASSWD_ENABLED = = true" >
<rn:widget path = "input/ContactNameInput" required = "true" />
<rn:widget path = "input/FormInput" name = "contacts.password_new" />
<rn:widget path = "input/FormInput" name = "contacts.password_verify" />
<rn:widget path = "input/FormInput" name = "contacts.ph_home" required = "true" />
<rn:widget path = "input/FormInput" name = "contacts.ph_mobile" />
        </ rn:condition>
<rn: Widget path = "input/textInput" name = "Contacts.c$free_trial" required = "true" />
<rn:widget path = "input/FormSubmit"
Label_button = "#rn:msg:CREATE_ACCT_CMD#" on_success_url = "/app/account/overview"
Error_location="rn+ErrorLocation" />
</form>
```

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: C

Explanation: contacts.email_alt1 OK.

contacts.email_alt2 OK.

Contacts.contact_okay OK.

Etc.

Incorrect:

Not A:Contacts.contact_okaynot specified.

Not B:contacts.email_alt1, contacts.email_alt2 not specified.

Not D:Contacts.contact_okaynot specified.

QUESTION 3

Your customer has asked that all of the knowledge base answers be updated with new address and contact details.

There are about 500 answers existing to date and your client informs that they will be moving again at the end of the year and do not have the man power to keep this up to date on an ongoing basis. Your client has three interfaces for each of their lines business that will all have differentinformation.

What do you tell your client to configure?

A. Search for all answers with the address and update them.

B. Call support and have them run a search and replace on the database.

C. Create variable and update all answers to include it.

D. Create a standard text to include the new addresses and update all the answers to include it.

Correct Answer: D

QUESTION 4

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 5

Your customer is a printing company and every knowledgebase article contains the word "print.

Which configuration will enable end customer searches to return a single knowledge article result when searching with "print"?

A. Add "print" using the stop word editor and add "print" to only one knowledgebase article keyword

B. Add "print" using the Stop word editor and add "print" to the alias file.

C. Add "print" to only one knowledgebase article keyword and add "print" to a search priority word and assign multiple answers.

D. Add "print" using the stop word editor and add "print" to a search priority word and assign one answer.

Correct Answer: D

Explanation: Search Priority Words editor. This feature of Oracle RightNow Knowledge Cloud Service used to be known as the Topic Words editor in versions released before May2010. This feature (see Figure below) is used to manually
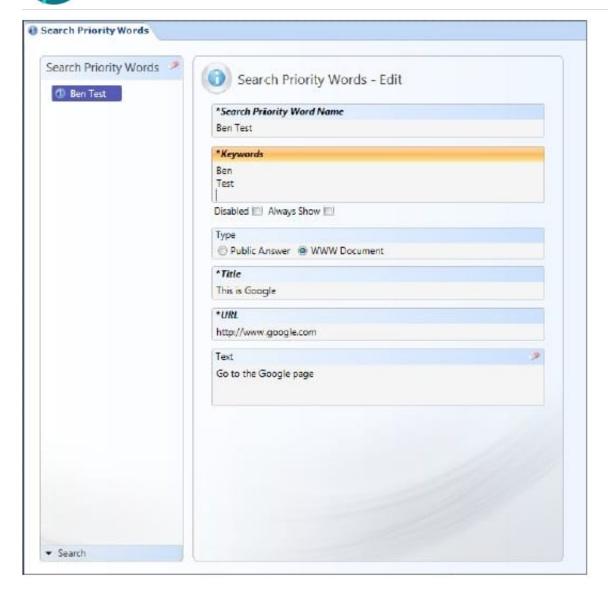
show an answer at the top of all search results when a certain search term is entered. Entering a search priority word is helpful when you are confident that you know exactly which answer a customer wants to read when that person enters a

particular search term.

Widely using the Search Priority Words editor is not recommended; instead, use it sparingly for special situations, such as when you have an umbrella answer.

Search Priority Words

Search Priority Words
- Ben Test

Search Priority Words – Edit

Search Priority Word Name
Ben Test

Keywords
Ben
Test

Disabled ☐ Always Show ☐

Type
○ Public Answer ● WWW Document

Title
This is Google

URL
http://www.google.com

Text
Go to the Google page

Search

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