



# 1Z0-465<sup>Q&As</sup>

Oracle RightNow CX Cloud Service 2012 Essentials

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### QUESTION 1

Your customer wants to measure agent performance based on feedback from their end customers.

If you end customer provides negative feedback, their incident needs to be reopened automatically. Identify three tasks to fulfill these requirements.

- A. Create a broadcast survey.
- B. Schedule a survey to run on a daily basis.
- C. Set an incident business rule to send the survey when an incident is closed.
- D. Create a new queue for unhappy customers.
- E. Create a transactional survey.
- F. Create a report of survey responses.
- G. Assign score to the survey questions and set the status field based on the values of the responses.

Correct Answer: CEG

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### QUESTION 2

Your customer has five different incident queues:

Help Tier 2 Escaped Accounting VIP

The Help and VIP queues have the quickest response goals.

Which two configurations will ensure that an agent's profile pulls incidents assigned these queues first using a single agent profile?

- A. Create an agent profile to only work these two queues.
- B. Add all five queues to the agent's profile.
- C. Add all five queues to the agent's profile with Helper and VIP being the first two in the list.
- D. Use the First Due Pull Policy
- E. Use the Strict Priority Pull Policy

Correct Answer: BE

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### QUESTION 3

Your customer requested that you create a new report and make it available in the agent's navigation set. You create the report and add it to the agent's navigation set. However, the agents cannot see the new report. Select three actions you must perform to identify the reason the report does not display for the agents.



- A. Request the agents to log off and log back on.
- B. Check the Customize Navigation Sets selection.
- C. Review the navigation set in the profile to ensure it matches the navigation set you updated.
- D. Validate the Analytics permissions set for the report
- E. Review the filters in the report to ensure the Assign field selection is set to Logged In.
- F. Verify that profile permissions in Service has a check for "Read" under Incidents.

Correct Answer: CDE

Note:

\*The staff members assigned to the profile have access to only those reports and items defined in their profile's navigation set unless you allow staff members with that profile to customize their navigation set.

\*Navigation sets control the navigation lists and buttons that staff members see on the navigation pane of the RightNow CX Console.

Navigation sets can be created for staff members who have any combination of responsibilities, and can be assigned to staff members in their profiles. Every staff member has a profile, and every profile must include a navigation set that all staff members with that profile use when they work in RightNow CX. A navigation set is a combination of navigation buttons and their associated navigation lists.

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#### QUESTION 4

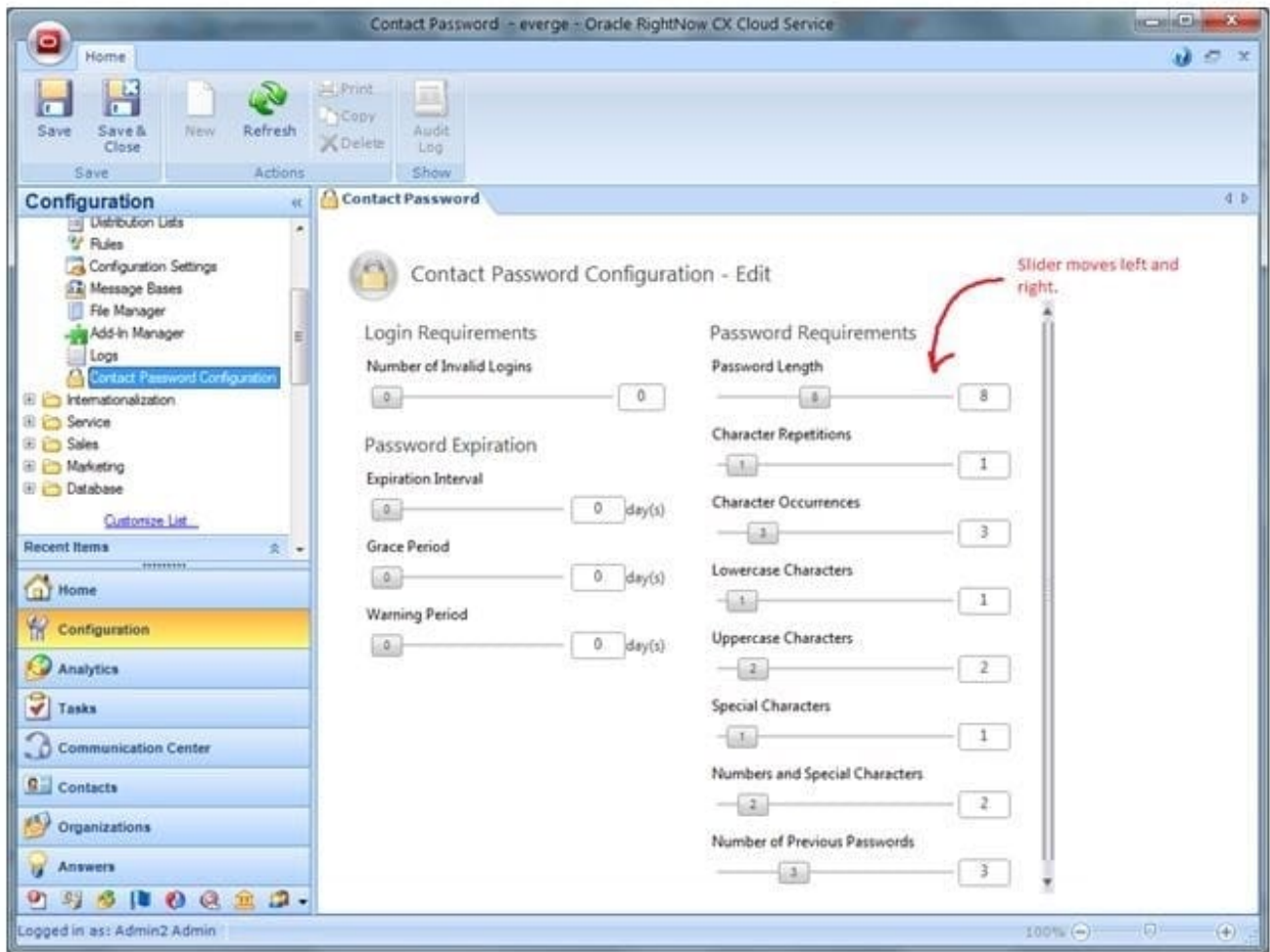
What is the maximum number of special characters that can be required in a password in addition to having lower and uppercase letters, two numbers, and a maximum character length of 10.

- A. 5
- B. 3
- C. 6
- D. 1
- E. 8

Correct Answer: C

Explanation: One lower case letter, one uppercase letter, two numbers. All the remaining characters can be required to be special characters.

Note: \*



<http://blog.evergroup.com/wp-content/uploads/2013/03/RightNow-Config-2.jpg>

### QUESTION 5

Your customer would like to classify their incidents by the hierarchy of services they provide, and will route customer web form incidents to agents according to the type of help selected and by service in the hierarchy.

Select the two statements that would satisfy these requirements.

- A. Use the product field to identify the services and the disposition field to identify the customer's incident type of help.
- B. Use the product field to identify the services and the category field to identify the customer's incident type of help.
- C. Use the product field to identify the services and an incident custom field to identify the customer's incident type of help.
- D. Use the category field to identify the customer's incident type of help, and an incident custom field to identify the services.

Correct Answer: BC



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