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Oracle RightNow CX Cloud Service 2012 Essentials

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QUESTION 1

Your customer ships packages directly to customers using a trackable shipping method. When an order is shipped, a tracking number is saved in an incident custom field.

In order to quickly respond to customer questions about shipping status, your customer has requested that 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 2

Which three actions must be performed in order to configure cloud Monitor?

- A. Add or update navigation sets to include the Cloud Monitor navigation button and component
- B. Add or update profiles to include Cloud Monitor permissions.
- C. Add or update profiles to include permission to add themes and Clustering.
- D. Add or update staff accounts to use profiles that include Cloud Monitor permissions.
- E. Add or update a list of favorites.
- F. Set up a Cloud Monitor search schedule.

Correct Answer: ABD

Explanation: /Before you can monitor the social cloud to search for information related to your organization, you need to configure your application to provide access to the RightNow Cloud Monitor.

To provide access to the RightNow Cloud Monitor it is necessary to:



*

(A) Add cloud monitor to Navigation Sets

*

(B) Add cloud monitor permission to Profiles

QUESTION 3

You customer has added a new interface and requests that you set up three navigation sets and associate them with three profiles.

You log in with your original credentials and add the navigation sets.

When you edit the profile and select the dropdown for the new navigation set you don't see the navigation sets you just added.

Why can't you see the navigation set that should be displayed?

- A. The profile doesn't have permission to the new interface.
- B. You forgot to set the permission in the navigation set for the new interface.
- C. The interface was not installed correctly.
- D. You added the navigation set in the wrong interface.

Correct Answer: A

Note:

*Navigation sets and custom workspaces are associated with profiles. A Profile has to have a Default Navigation Set.

*The following items must be created before adding profiles.

Navigation sets. Profiles without navigation sets do not allow access to reports and other components

Custom workspaces (optional). If you use custom workspaces, we recommend creating them before creating profiles so you can assign workspaces to specific profiles.

*The configuration tasks required when starting to use RightNow CX are:

Create Navigation Set

Create Workspace (optional)

Create Profile (associate Navigation Set and Workspace with the Profile) Create Staff Account (associate Profile with the Staff Account)

QUESTION 4

Your customer has team leads who are responsible for creating business rules and managing staff accounts. However,



they should not be allowed to create or modify any profiles.

Which two options should be used to configure the Navigation Set for these team leads?

- A. Keep the default Configuration items in the Configuration pane and let the profile handle this.
- B. Create a navigation set that only has "Rules" and all "Staff Management" items in the configuration pane.
- C. Add the Configuration item of Rules, and Staff Account by Group report into Home Tab and remove the default Configuration pane.
- D. Add the Configuration items of Workspace/Workflows, Rules, and Staff Account by Group Report into the Home Tab and remove default Configuration pane.

Correct Answer: AB

Note:

*The configuration tasks required when starting to use RightNow CX are:

1. Create Navigation Set
2. Create Workspace (optional)
3. Create Profile (associate Navigation Set and Workspace with the Profile)
4. Create Staff Account (associate Profile with the Staff Account)

QUESTION 5

Your customer has linked products and dispositions together on their site. On the agent's incident workspace the list of dispositions is not being filtered.

Select the two actions that will assist in troubleshooting this issue.

- A. Your customer's agents must log out and log back in.
- B. The Auto Build product disposition links is not selected.
- C. The incident workspace does not have a filter workspace rule assigned.
- D. The enable product disposition linking is not selected.
- E. The client has not refreshed the incident in the incident workspace.

Correct Answer: CE

Explanation: C: You can use workspace rules to filter out unwanted dispositions.

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