



1Z0-465^{Q&As}

Oracle RightNow CX Cloud Service 2012 Essentials

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QUESTION 1

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.

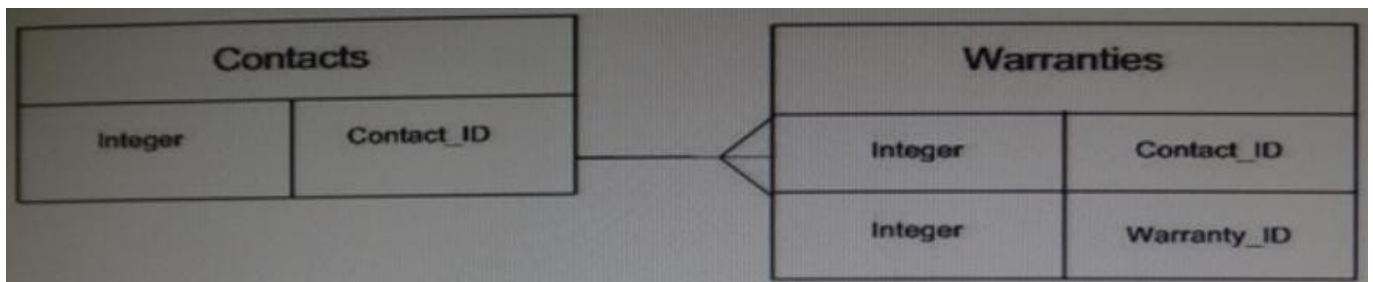
*Navigation sets control the navigation lists and buttons that staff members see on the navigation pane of the RightNow CX Console.

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.

QUESTION 2

A client would like to edit a contact record and in addition add warranty Information.

Select the implementation steps required using the Custom object design below.



- A. Insert the Warranties fields into the Contact workspace.
- B. Insert the Warranties control into a tab in the Contact workspace.



- C. Use the Warranties workspace and add the Contact control.
- D. Insert a report control and assign a Warranties report into a tab in the Contact workspace

Correct Answer: A

QUESTION 3

Your customer would like a high, medium, or low severity level assigned to each incident. The agents will service the incidents using a queue representing each severity. Which option shows the minimum steps required to satisfy the requirements?

- A. Create incident queues and severities
- B. Create incident statuses, queues, and severities
- C. Create incident severities
- D. Create incident statuses and queues

Correct Answer: A

QUESTION 4

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 useworkspace rules to filter out unwanted dispositions.

QUESTION 5

Requirements:

Create a tab with "Risk Management" data consisting of custom fields and custom object data, and hide it from all standard agents.

If the serial number is greater than 500000 set the value of the custom field "Risk Management" Yes.



Capture the "Product" field from the email and populate the product in the incidents.prod_id field.

Capture the Last and First names from the email and populate the product.contact.last_name and contacts.first_name fields.

Create tabs for each product linking to the product information page on your customer's web site.

Once the product has been set in the workspace open up the applicable tab automatically for the agent to view.

They have asked that no customization be part of the new workspace.

Identify the three requirements that are met using standard product features within the workspace.

A. Create a tab with "Risk management" data consisting of custom fields and custom object data, and hide it from all standard agents.

B. If the serial number is greater than 500000 set the value of the custom field "Risk management" = Yes

C. Capture the "Product" field from the email and populate the product in the incidents.prod_id field.

D. Capture the Last and First names from the email and populate the product in the contact.last_name and contacts.first_name fields.

E. Create tabs for each product linking to the product information page on the customer's web site.

F. Once the product has been set in the workspace open up the applicable tab automatically for the agent to view.

Correct Answer: CDF

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