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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 andlog 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

View the Exhibit.
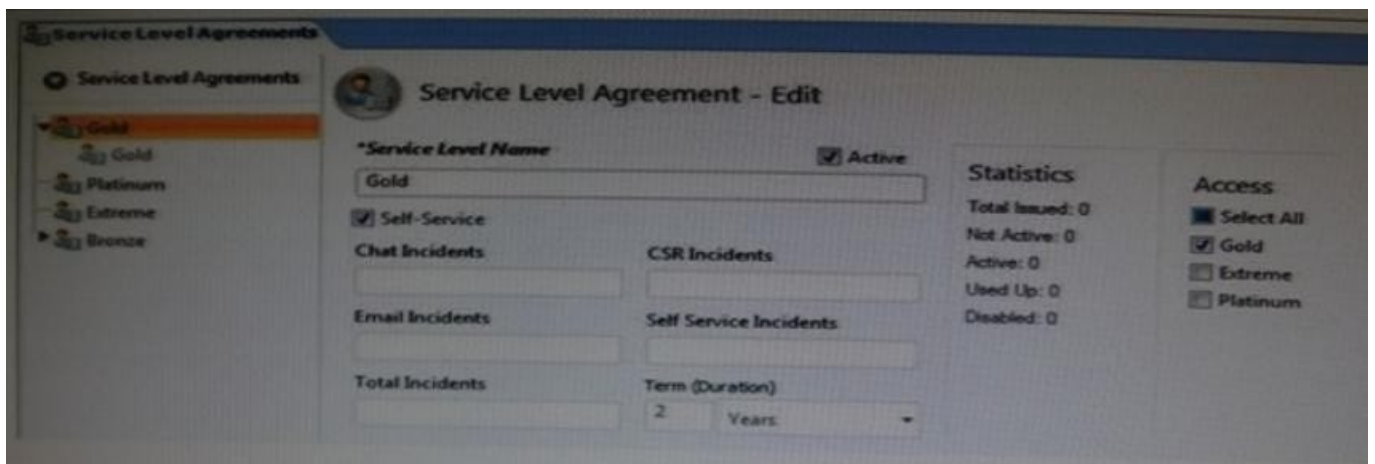
Your customer has"Gold" level SLAs beingappliedto organizationautomaticallywith an organizationrule.

After six months the business decides to reducethe turnaroundtimefor the response.

Instead of respondingin 24 hoursyours agentsneedto respond to theend customers within thebusiness hours.

You modify the Gold SLA to reflect this change but you notice that the SLA reports are still using a 24 hours response time.

Which statement is correct?

A. Your site has been corrupted with "Ghost" SLAs (See Exhibit).

B. You have not activated the rules so the updated SLAs are not being applied.

C. Updating the SLA will not automatically update the organization\\'s SLA.

D. The SLA reports will need to be modified to use the new SLA.

Correct Answer: D

QUESTION 3

Your client has VIP customers (all of which have a custom contact field of VIP to `Yes\\'). They want to offer these customers a higher priority service on Chat.

You intend to do thiswith aVIP queue.

Which three steps do you also need to perform?

A. Create chat rules so that contacts with the VIP field set to `Yes\\' are quoted to the VIP queue.

B. Add the VIP queue to the profile of the agents that are taking chats.

C. Set the Pull Policy to manual.

D. Move the VIP queue to the top of the top queue list.

E. Create incident rules so that contacts with the VIP field set to `Yes\\' are routed to the VIP queue.

F. Create a rule to set an SLA.

Correct Answer: ABD

Incorrect:

NotE:incident rules

Incident Rules are triggered when incidents are created or updated. You can use incident rules to notify staff when incidents are received, to automate an escalation, or to present end-users with SmartAssistant suggested solutions.

Not F: Setting a Service Level Agreement is not required here.

QUESTION 4

Your customerhas asked you to configure profilesforan Oracle RightNowCXCloud Service Engineimplementation.

Your customer\\'s requirements:

There will be two queues.

Allincidents will be pulled by the agents.

Delivery is based on theduedate assigned to the incident.

No agent will be allowed to work on more than five incidents at a time.

Select two configurations needed to accomplish this.

A. Set Pull Policy to Strict priority

B. Set Pull Policy to First Due

C. Set Pull Policy to Manual

D. Set Pull Quantity to 5

E. Set Inbox Limit to 5

F. Set Pull Quantity to 2

G. Set Inbox Limit to 2

Correct Answer: CD

Explanation: C: from scenario:Allincidents will be pulled by the agents.

D: from scenario:No agent will be allowed to work on more than five incidents at a time.

QUESTION 5

Your customer supports three different brands and needs to be able to send and receive emails using differently branded email.

The end customers may not know that the three brands are supported by the same company or that the Oracle RightNow CX Cloud Service is being used.

Identify the three configurations that must be made to enable this requirement.

A. Use SMTP Forwarding from your customer\\'s mail server to the default service mailbox.

B. Create three service mailboxes on the console, and use SMTP forwarding from your customer\\'s mail server.

C. Use the Friendly From/Branded Address.

D. Use the custhelp.com email address as the Reply To Address.

E. Use your customer\\'s branded email address as the Reply To address.

Correct Answer: BCE

Note:

*Key Elements of the RightNow CX August 2011 Releaseinclude:

Enhanced Mailbox Branding - Provides a "Friendly From/Branded Address" field to increase personalization and relevance for service and marketing emails.

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