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Oracle RightNow CX Cloud Service 2012 Essentials

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QUESTION 1

Yourcustomer wantsto implementa new businessprocess. Theyhavegiven you these requirements:

All contactswhen createdwill havethe contacts.c$free_trial customfieldset to NO(default in novalue).

All contacts willbeadded to organization= "Temp".

All contactswith contacts.c$free_trial = "Yes" willhave anopportunitycreatedthat isassignedto "agent 1",with a status ="Lead"and territory = EMA?nited Kingdom.

Identify the three minimum rule types to be configured to meet the requirement.

A. Chat Rules

B. Contact Rules

C. Incident Rule

D. Opportunity Rules

E. Organization Rules

F. Survey Rules

G. Task Rules

Correct Answer: BDE

Explanation: B:Contact Rules Contact Rules are triggered when contact records are created or updated. For example, you can use contact rules to automatically apply service level agreements (SLAs)or to set fields based on how the record is created or updated

D:Opportunity Rules Opportunity rules are triggered when a sales opportunity is created or updated. You can use opportunity rules to notify managers when a sales opportunity reaches a certain status in your sales cycle

E:Organization Rules Organization Rules are triggered when organization records are created or updated. For example, you can use Organization Rules to notify support staff or accounts receivable when an organization record is created or updated

QUESTION 2

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 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

Identify the three options available on the deployment screen in customer portal.

A. Rollback

B. Stage

C. Develop

D. Production

E. Promote

Correct Answer: ABE

QUESTION 5

Which two statements are true about the Oracle RightNow CX Cloud Service Application button?

A. Contains shortcuts for adding records and items to the knowledge base

B. Provides context-sensitive help

C. Provides quick access to any of the interfaces defined for your application

D. Can include shortcuts to commonly used reports

Correct Answer: CD

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