



1Z0-465^{Q&As}

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

QUESTION 2

Select the six actions that initiate the business rules engine to run its configured logic.

- A. A customer asks a question on the end user portal.
- B. An agent edits contacts, incidents, organizations, or tasks.
- C. A customer updates their contact details via the end-user pages.
- D. An agent edits an opportunity.
- E. The rules engine is updated.
- F. A customer adds more information to their incident via the end-user pages
- G. An agent creates or edits an answer.
- H. An administrator compiles the rules engine.

Correct Answer: ABCDFG

Not E, not H: changes to the rules engine itself does not initiate the business rules engine.

QUESTION 3

Identify the four guidelines that are relevant with regard to web accessibility.



- A. Support increased text sizes.
- B. Ensure color alone is not used to convey content.
- C. Avoid background sound.
- D. Ensure no underlined content exists.
- E. Provide multiple methods for finding content.
- F. Ensure all alternate text is unused.

Correct Answer: ABCE

QUESTION 4

Your customer would like some changes to be made in the incident workspace. Which three changes can be made by using workspace functionality?

- A. Right justify all field labels on the workspace
- B. Copy the value in the Queue menu to a custom field.
- C. Conditionally hide specific product items based on the logged in staff account's profile.
- D. Focus on a specific workspace tab based on the value of a custom field.
- E. Change the color of the Banner Flag based on the incident's severity.

Correct Answer: ACE

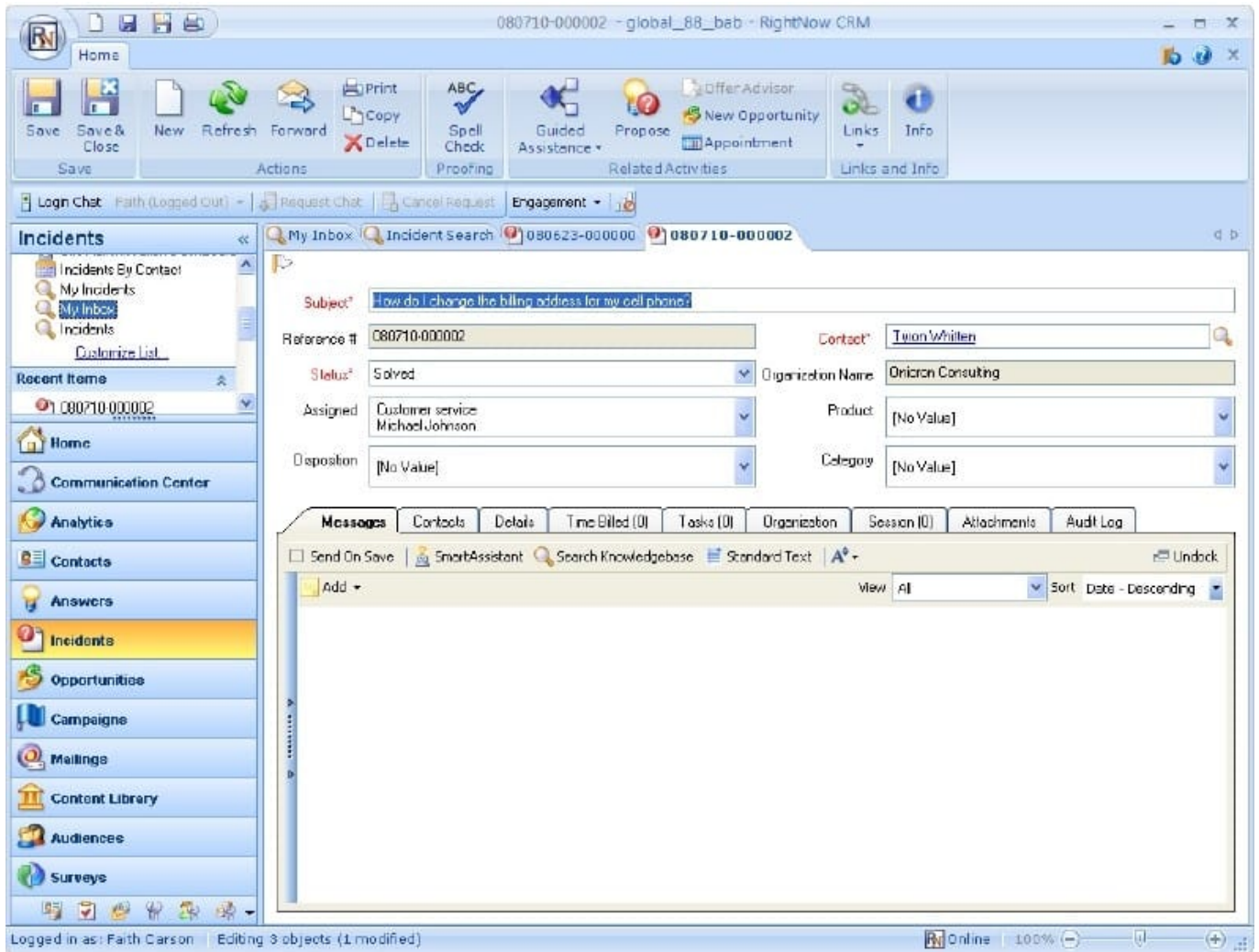
Note:

*RightNow Service provides a standard workspace for working with incidents. The workspace

defines which fields are available, which buttons are displayed on the ribbon, and how the information is organized on the content pane.

*keep in mind that the workspace your profile uses may display a different combination of fields, or it may display them in a different location on the content pane.

*example of the standard incidentworkspace.



QUESTION 5

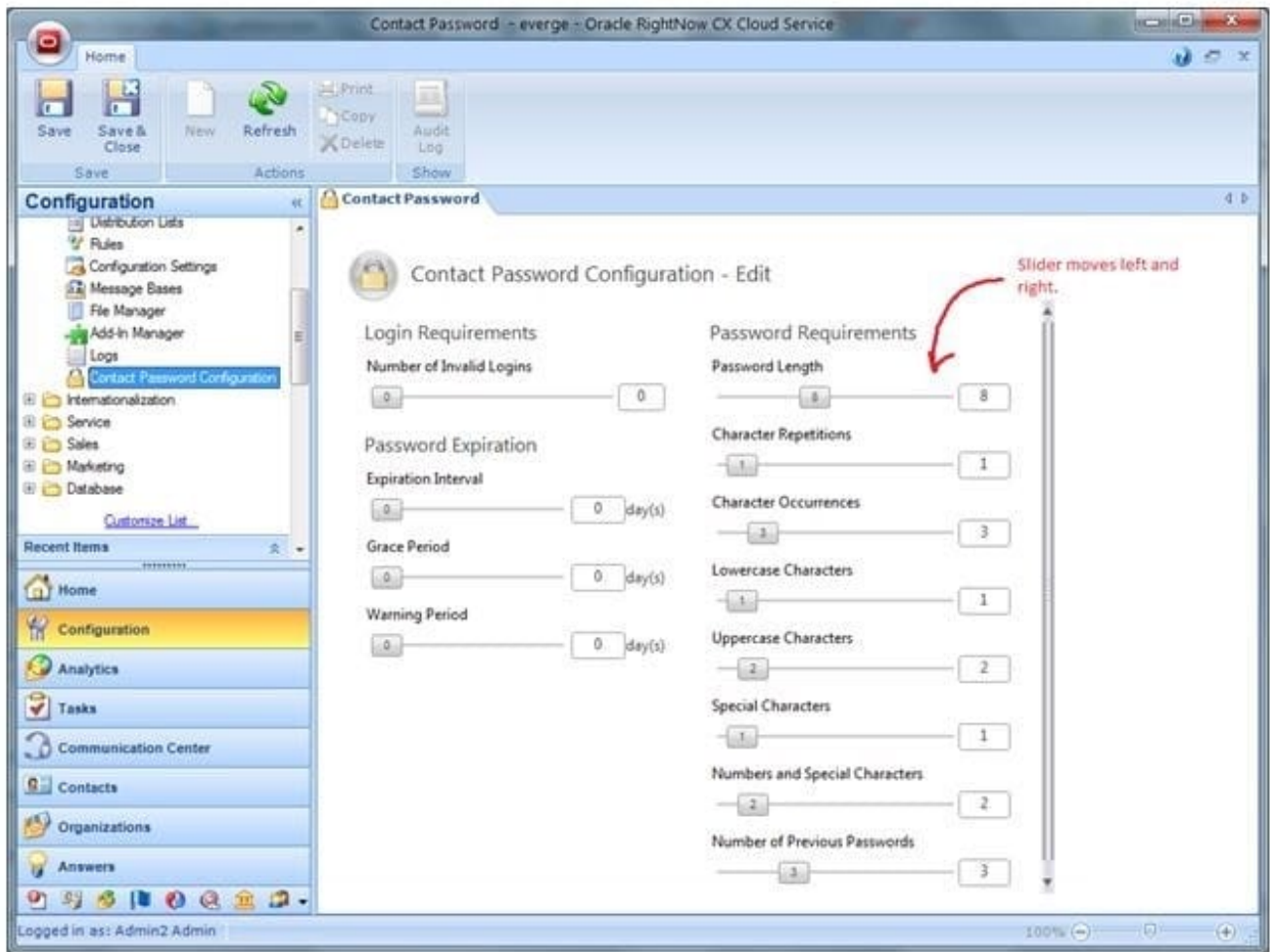
What is the maximum number of special characters that can be required in a password in addition to having lower and uppercase letters, two numbers, and a maximum character length of 10.

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

Correct Answer: C

Explanation: One lower case later, 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>

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