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Oracle RightNow Cloud Service 2016 Implementation Essentials

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QUESTION 1

You are asked to identify how a question has been scored upon a search result.

While researching the question, you identified possible answer attributes to review.

Identify three items that affect the score of the answer and, therefore, should be reviewed. (Choose three.)

- A. Status
- B. Question
- C. Access Level
- D. Categories
- E. Summary

Correct Answer: BDE

QUESTION 2

Some chat agents need more time between chats. What are three ways to accomplish this? (Choose three.)

- A. Agent adjusts Stagger Incoming Chats (Seconds) in Options Communication Center.
- B. Administrator increases the wrap up time.
- C. Agents increases Max Chat sessions.
- D. Administrator sets chat workspace to close automatically after chat terminates.
- E. Agent declines a chat offered.

Correct Answer: ACD

QUESTION 3

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

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

Correct Answer: BDEF

QUESTION 4

Your customer has a special business process where their agents will put incidents into a waiting status for a period of one week on a regular basis.

Your customer would like these incidents to remain in the waiting status until the agent has finished researching the incident(s).

Your customer does not want these incidents to close until 7 calendar days have passed.

Which configuration setting needs to be modified from its default value in order to prevent the system from closing the waiting incident automatically?

- A. PURGE_DELETE_INCIDENTS
- B. DORMANT_INCIDENTS
- C. CI_WAITING_CALC_DAYS
- D. CI_HOURS
- E. MYQ_REOPEN_DEADLINE

Correct Answer: CD

QUESTION 5

A customer wants to change the following text on the receipt and ask submit page:

"Thanks for submitting your question. Use this reference number for follow up:#120728-000001

A member of our support team will get back to you soon.

If you need to update your question and you already have an account, log in, click the Your Account tab, and select the question to open and update it."

Which two actions will allow you to identify the correct message base item if you did not know which message base you need to edit? (Choose two.)

- A. Submit an incident to customer care.
- B. Look for the message in the receipt email body.
- C. Identify the customer portal page that includes the text you want to change and identify the message base from within the code.
- D. Run a message base report and search for the text string you want to change.

Correct Answer: BC

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