

1Z0-325^{Q&As}

Oracle RightNow Cloud Service 2016 Implementation Essentials

Pass Oracle 1Z0-325 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.leads4pass.com/1z0-325.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Oracle
Official Exam Center

- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers



QUESTION 1

Your customer would like to automatically create incidents for any comments created on Social Media sites.

Which two Social Media options are available to create incidents in Oracle Service Cloud? (Choose two.)

- A. Google Plus Comments
- B. Instagram Comments
- C. Facebook Public Personal Page Comments
- D. Twitter Public Comments
- E. YouTube Comments
- F. Twitter Private Messages
- G. Facebook Fan Page Comments

Correct Answer: CD

QUESTION 2

Your customer had previously allowed their end customers to be able to submit incidents only via an email mailbox into Outlook.

Now that they are deploying Customer Portal, they still need to allow emails to be submitted and have an incident created.

What two items must be enabled to meet this requirement? (Choose two.)

- A. EGW_SECURE_UPDATE_ENABLED
- B. EGW_UPDATE_BY_CREATE
- C. EGW_ENABLED
- D. EGW_AUTO_CONT_CREATE
- E. EGW_SAVE_EMAIL_HEADERS

Correct Answer: BD

QUESTION 3

Your client wants to provide users with an Overview Answer that contains links to drill down to more detailed information if the user is interested.

The drilldown Answers should not be included in any search results.

How should the drilldown Answers be configured so that they can be linked to, but won't be displayed in search results?

- A. Set the Access Level to "Help" for the drilldown Answers and save them with a Public status.
- B. Save the drill-down Answers with a Draft status.
- C. Create a special Public status named "Hidden". Save the drill-down Answers with the "Hidden" status.
- D. Enter the drilldown information as Conditional Sections of the Overview Answer. Set the Access Level for those Conditional Sections to the "Help" Access Level. Save the Answer with a Public status.

Correct Answer: D

QUESTION 4

Your customer runs a 24/7 call center and has a policy stating that incidents that aren't solved by the end of an agent's shift should be moved out of that agent's inbox to be worked by another active agent.

Which two actions will accomplish this? (Choose two.)

- A. The agent does a multi-edit update for all incidents in their inbox and changes the assigned field to null.
- B. The agent reassigns each incident to another agent before they log off.
- C. Add a business rule that when an agent logs out, the Assigned field should be set to null for any unresolved incidents for that agent.
- D. Create a workspace rule that sets the Assigned field to null when an agent logs out.

Correct Answer: BC

QUESTION 5

After an implementation of a Chinese knowledge base, your customer notices there are some search terms that are not found when searching through the knowledgebase under any use case.

You have verified that there are answers for the search terms being searched, but you also verify that answers are not being returned correctly.

Identify the configuration change you would make to mitigate this problem.

- A. Update answer keywords
- B. Verify that all sections of the target answer(s) contain the search terms you're looking for.
- C. Create hidden div tags inside the answer's question section to promote the matching of a given target search term that isn't being matched.
- D. Create entries for the word and its syntax in the dictionary file.

E. Create alias and thesaurus entries with the correct target search terms.

Correct Answer: D

[1Z0-325 PDF Dumps](#)

[1Z0-325 Study Guide](#)

[1Z0-325 Exam Questions](#)