1Z0-325 ^{Q&As}

Oracle RightNow Cloud Service 2016 Implementation Essentials

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QUESTION 1

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 2

Your customer wants to use a single workflow for all profiles and has asked you to create a workflow that follows different workflows for different agents based on profile.

Your workflow starts with a script to identify the type of record the agent will be working on before it can split into different workflows.

Which two items enable you to accomplish this? (Choose two.)

A. Connector Events

B. Decision Object

C. Named Event

D. Connector Condition

E. Set Field

Correct Answer: AC

QUESTION 3

You are building an agent\\'s Incident Script for your customer and they want to chain scripts together within a workflow.

Which three features/functions will be carried over from one script and made available inside the next script? (Choose three.)

A. Contact Fields

B. Page Rules

C. Incident Fields

D. Fired Name Events

E. Custom Fields

F. the ability to use the Beginning button to go to the start of the first script

G. answers to a radio button control

Correct Answer: ACE

QUESTION 4

Which three statements are true about the Oracle Service Cloud File menu? (Choose three.)

A. provides an exit from the application

B. provides quick access to any of the interfaces that may be available for an agent

C. can contain a shortcut for adding new records such as Contacts or Incidents

D. provides context-sensitive help for the agent

E. can include shortcuts to commonly used reports

Correct Answer: ABD

QUESTION 5

Your customer was reviewing published answers in their knowledgebase.

They noticed that several of the answers had irrelevant answers listed in the "Answers others found

helpful" section of the answer detail page.

What step is required to eliminate the individual irrelevant answers?

A. Block the irrelevant answers from Learned Links.

B. Remove the related answers widget from the Customer Portal page.

C. Remove the irrelevant answers from manually related answers.

D. Delete the irrelevant answers from Sibling Answers.

Correct Answer: A

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