1Z0-325 ^{Q&As}

Oracle RightNow Cloud Service 2016 Implementation Essentials

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QUESTION 1

Your customer has single Service Level Agreement and applies the Service Level Agreement called Reseller when a contact is a reseller of their services.

These end customers often have their own ticketing system, and in order to capture the reseller\'s ticket number, the customer has requested that their Ask page be updated to include an External Ticket Number custom field only when the logged in contact has a Service Level Agreement that only a reseller would have.

Which two widgets or tags are used to complete your customer\'s request? (Choose two.)

A. Use the "FormInput" widget.

B. Use the "Conditional" tag with an "sla" attribute.

C. Use the "FormInputCustom" widget.

D. Use the "FormSubmit" widget.

E. Use the "Field" tag with the "name" attribute.

Correct Answer: BE

QUESTION 2

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

QUESTION 3

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 4

Which incident field is designed to be used by your customer to standardize tracking of how incidents are resolved?

A. SLA Instance

B. Response Message

C. Severity

D. Disposition

E. Source

Correct Answer: D

QUESTION 5

To manage widgets, you need to access the menu link "Widgets" on the Customer Portal Admin page shown in the picture below:

Select three answers that match the options you expect to see when you click Widgets. (Choose three.)

A. Widgets details

B. Create a new widget

C. Browse widgets

D. Change widget version

E. Syndicated widgets

Correct Answer: BCE