

## 1Z0-325<sup>Q&As</sup>

Oracle RightNow Cloud Service 2016 Implementation Essentials

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## QUESTION 1

You are creating several new standard text entries and want to use variables in your standard text.

What is the difference between "Variable" and "\$"?

- A. \$ allows the agent to enter a value and Variable is a fixed value.
- B. \$ pulls in a dynamic value from the database and Variable allows the agent to enter a value.
- C. Variable is a fixed value and \$ pulls in a dynamic value from the database.
- D. Variable pulls in a dynamic value from the database and \$ allows the agent to enter a value.
- E. Variable pulls in a dynamic value from the database and \$ is a fixed variable.

Correct Answer: B

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## QUESTION 2

You want to find all Message Base entries that include the two words "create" and "incident." Which is the correct format for your search in the KEY field?

- A. create%incident
- B. %create% | %incident%
- C. %create incident%
- D. %create% and %incident%
- E. %create%incident%

Correct Answer: A

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## QUESTION 3

Your customer is using standard statuses, status types, and the standard agent "My Inbox" report.

Which two incident status types will show up in the agent's "My Inbox" report? (Choose two.)

- A. Solved
- B. Unresolved
- C. Waiting
- D. Updated

Correct Answer: CD

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## QUESTION 4

In a Customer Portal design session, the customer explains to you that they have multiple brands, and that they have multiple websites to reflect these brands.

After reviewing the sites with the customer, you notice that each of the sites contain the same layout and content, but have different colors and branding, such as logos.

Which option allows for a consistent layout and dynamic branding?

- A. Use a single template across all Customer Portal pages, and implement themes dynamically.
- B. Do not use a theme, and implement templates dynamically.
- C. Do not use a template, and implement themes dynamically.
- D. Use a single theme across all Customer Portal pages, and implement templates dynamically.

Correct Answer: D

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## QUESTION 5

Your customer has asked that all incidents be "scanned" for words that may revolve around product defects and injuries so that they can alert their risk management team of any possible product issues or liability. The customer accepts that 100% accuracy is not attainable, and accepts that they will be false positives and a margin for error.

They have provided you the following words to be "scanned":

1.

Mouth

2.

Jaw

3.

Cheek

4.

Jowl

5.

Chin

6.

Oral

7.

Palate

The customer requires the following:

You decide to use a regular expression to search for these words in all incoming emails.

```
^mouth[,\.\|\\'|";:| |!|?|and]|\ jaw[,\.\|\\'|";:| |!|?|and]|\ cheek[,\.\|\\'|";:| |!|?|and]|\ jowl[,\.\|\\'|";:| |!|?|and] |\ chin$[,\.\|\\'|";:| |!|?|and]|\
```

```
oral[,\.\|\\'|";:| |!|?|and]|\ palate[,\.\|\\'|";:| |!|?|and]
```

Identify the three words that will be correctly matched to this regular expression. (Choose three.)

- A. Chin
- B. Jaw
- C. Mouth
- D. Cheek
- E. Jowl
- F. Oral
- G. Palate

Correct Answer: BDE

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