# 1Z0-465 $^{Q\&As}$

Oracle RightNow CX Cloud Service 2012 Essentials

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**QUESTION 1**

Your customer would like to classify their incidents by the hierarchy of services they provide, and will route customer web form incidents to agents according to the type of help selected and by service in the hierarchy.

Select the two statements that would satisfy these requirements.

A. Use the product field to identify the services and the disposition field to identify the customer\\'s incident type of help.

B. Use the product field to identify the services and the category field to identify the customer\\'s incident type of help.

C. Use the product field to identify the services and an incident custom field to identify the customer\\'s incident type of help.

D. Use the category field to identify the customer\\'s incident type of help, and an incident custom field to identify the services.

Correct Answer: BC

**QUESTION 2**

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

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

A. Variable pulls in a dynamic value from the database and $ is a fixed variable.

B. Variable pulls in a dynamic value from the database and $ allows the agent to enter a value.

C. Variable is a fixed value and $ pulls in a dynamic value from the database.

D. $ pulls in a dynamic value from the database and Variable allows the agent to enter a value.

E. $ allows the agent to enter a value and Variable is a fixed value.

Correct Answer: A

**QUESTION 3**

Your customer shipspackages directlyto customersusing a trackable shipping method. When an order is shipped, a trackingnumber is savedin an incidentcustom field.

In order to quickly respond tocustomer\\'squestions about shippingstatus,yourcustomerhas requestedthat a hyperlink controlbe availableon the incidentworkspace that will loadthe tracking detailsof the package associatedwith the incidentwhen clicked.

The custom field details are below:

Name: Tracking ID Data Type:Text Field Usage: Plain Text Default Value: Null Size ofField: 13 Column Name: tracking_id Custom Field ID: 87

The URL customer has provided fortrackingishttps://widgetshippers.com/trackyourpackage?id=

Of the available options, select the one that satisfies your customer\\'s request.

A. https://widgetshippers.com/trackyourpackage?id=incidents.c$tracking_id

B. https://widgetshippers.com/trackyourpackage?id=c$tracking_id

C. https://widgetshippers.com/trackyourpackage?id=$p_icf_87

D. https://widgetshippers.com/trackyourpackage?:id=incidents.c$tracking_id

E. https://widgetshippers.com/trackyourpackage?id=$icf_candtracking_id

Correct Answer: A

**QUESTION 4**

Your customer would like to run incident report with up to five years of data on incidents and activity for a given agent regardless of whether an agent has left the company. Your customer is not sure what they need to do to keep from deleting data for agents that have left the company.

Identify which option would allow your customer to administer the staff accounts to enable the reporting abilities they require.

A. Disabled from Assignment

B. Disabled from Assignment and Report Filters

C. Permanently Disabled

D. Do not disable, but lock the staff account

E. Reassign the old incidents to another staff accounts called Former Employee

Correct Answer: A

**QUESTION 5**

In which two sections of the Customer Portal is the Guided Assistance widget available for end customers?

A. Ask a Question

B. The answers list page only

C. Any page the customer wants it placed

D. The answers detail page

E. The popular answers list page

F. They are only available when using smart assistant

Correct Answer: CD

Note:

*For customers, Oracle RightNow Guided Assistance Cloud Service provides these benefits:

/It can be positioned where customers need help--on a Web page or in an answer. /Guides can be deployed in multiple locations across your Website. /Guides can be delivered on a PC or any Web-enabled mobile device with a modern

JavaScript-enabled browser.

*Customers can access Oracle RightNow Guided Assistance Cloud Service via a link on either Oracle RightNow Customer Portal Cloud Service or another Web page. To assist consumers, the guides created with Oracle RightNow Guided

Assistance Cloud Service can be embedded in answers and include links to chat and other communication channels. Agents can access Oracle RightNow Guided Assistance Cloud Service whether they\\'re serving customers via phone, chat,

or e-mail. Agents can then include guides (which can be triggered by workspace rules) and related answers in chat and e-mail responses. With Oracle RightNow Customer Portal Cloud Service, it\\'s easy for agents to find the most appropriate

guide.

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