1Z0-465 ^{Q&As}

Oracle RightNow CX Cloud Service 2012 Essentials

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QUESTION 1

Your customer supports three different brands and needs to be able to send and receive emails using differently branded email.

The end customers may not know that the three brands are supported by the same company or that the Oracle RightNow CX Cloud Service is being used.

Identify the three configurations that must be made to enable this requirement.

A. Use SMTP Forwarding from your customer\\'s mail server to the default service mailbox.

B. Create three service mailboxes on the console, and use SMTP forwarding from your customer\\'s mail server.

C. Use the Friendly From/Branded Address.

D. Use the custhelp.com email address as the Reply To Address.

E. Use your customer\\'s branded email address as the Reply To address.

Correct Answer: BCE

Note:

*Key Elements of the RightNow CX August 2011 Releaseinclude:

Enhanced Mailbox Branding - Provides a "Friendly From/Branded Address" field to increase personalization and relevance for service and marketing emails.

QUESTION 2

Your customer would like to havethe defaultsearch report (Answers?omplexExpression Search Default)on their customer portal page alteredwith the following requirements.

They want the New and Update tagsto be displayedfor only 7 days. They want to displaythe Answer\\'sscore.

Identify the two options that will enable you to complete the requirements.

A. Delete the exceptions for New and Updated.

B. Unhide the computed score (solved) column.

C. Change the variables for $new and $updated.

D. Update the configuration settings of ANS_NEW_INC_DURATION and ANS_UPD_INC_DURATION.

E. Insert the score (solved count) columns.

Correct Answer: DE

D:Specify how long an answer is displayed as new. ANS_NEW_INC_DURATION Specify how long an answer is displayed as updated. ANS_UPD_INC_DURATION

E:

*Both long-term and short-term solved counts are used to calculate the score.

*Score--A calculated value that ranks the order of displayed answers. An answer\'s score is determined by its solved count and any display position that was set when the answer was added or updated.

QUESTION 3

When an incident is opened, your customer would like to have different workspaces open based on the six products that can be selected when an incident is submitted from the Ask A Question customer portal page.

When designing the workflow used to complete this requirement, which three elements are necessary?

A. Entry Point

B. Load

C. Set Fields

D. Decision

E. Workspace

Correct Answer: BDE

QUESTION 4

Your customer runs a 24/7 call center and has a policy starting that incidents that agent\'s 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?

A. The agent does a multi-edit update for all incidents in their inbox and changes the assigned field to full.

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

Incorrect:

Not D: Use a business rule, not a workspace rule.

QUESTION 5

You have created an add-in that utilizes the SOAP API, and uploaded it to the agent desktop and the incident

workspace so that agents can access your custom product registration table.

The agents are getting an error when trying to use the add-in.

Which three permissions are required for an Agent to use an add-in an incident workspace?

A. Object Designer

B. Custom Object Read

C. Account Authentication

D. Session Authentication

E. Custom Object Create

Correct Answer: ACE

Explanation: C(not D):We have two types of authentication modes for Connect Web Services for SOAP. The original mechanism was simple Account username and password. A new mechanism (available since Aug 2011 release) is to support Add-Ins where the logged-in Account\\'s session can be used to authenticate. As noted the session-based authentication only works within the Add-In framework.

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