1Z0-465 ^{Q&As}

Oracle RightNow CX Cloud Service 2012 Essentials

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QUESTION 1

Your customer would like you to alter the content and format of the emails that are sent to their end customers when response is sent.

Which three of your customer\\'s requirements can be fulfilled through the use of interface configuration?

A. All emails sent must have the incident reference number at the beginning of the subject.

B. All emails sent must contain the response of the agent and not the customer\\'s thread.

C. Incident messages shouldn\\'t be sent.

D. Receipt messages shouldn\\'t be sent.

E. All emails sent must be in HTML format.

Correct Answer: ABD

QUESTION 2

How many levels can Products, Categories, and Dispositions have in each hierarchy?

A. 2

B. 3

C. 4

D. 5

E. 6

Correct Answer: E

Explanation: Products and categories organize data in the same ways, and you can choose to use either or both when you configure RightNow Service. If you use both, incidents and answers can be organized into specific classifications, and customers can search for answers using product and category filters. You can create up to 6 levels each of products and categories and specify the number of levels agents must enter when working with incidents.

QUESTION 3

After an implementation of a Chinese Knowledge base, yourcustomer notices there are somesearch 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 the answer keywords

B. Verify that all selections 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: E

QUESTION 4

View the Exhibit.
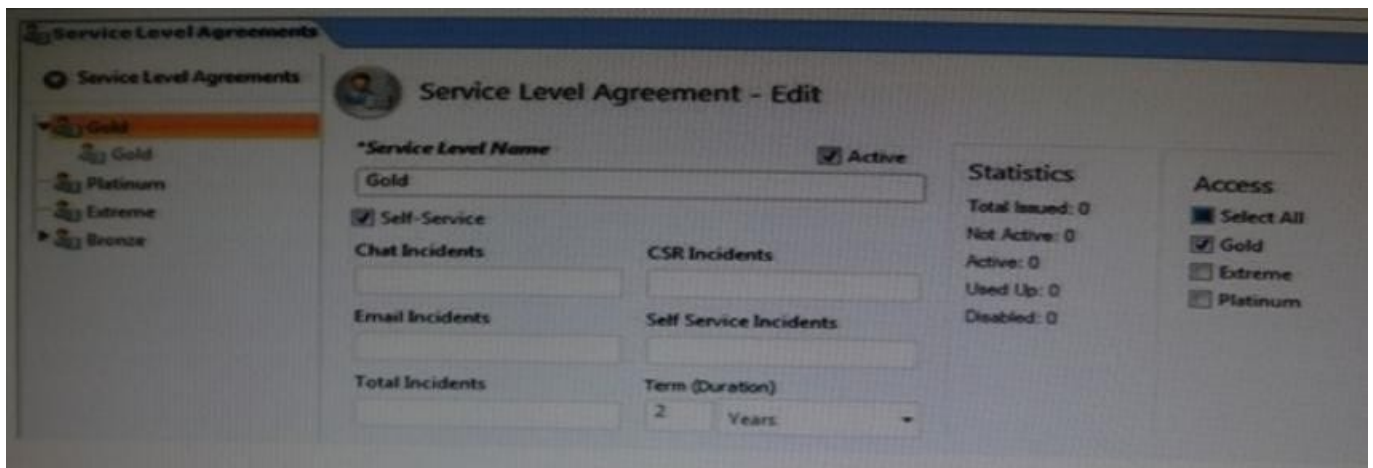
Your customer has"Gold" level SLAs beingappliedto organizationautomaticallywith an organizationrule.

After six months the business decides to reducethe turnaroundtimefor the response.

Instead of respondingin 24 hoursyours agentsneedto respond to theend customers within thebusiness hours.

You modify the Gold SLA to reflect this change but you notice that the SLA reports are still using a 24 hours response time.

Which statement is correct?

A. Your site has been corrupted with "Ghost" SLAs (See Exhibit).

B. You have not activated the rules so the updated SLAs are not being applied.

C. Updating the SLA will not automatically update the organization\\'s SLA.

D. The SLA reports will need to be modified to use the new SLA.

Correct Answer: D

QUESTION 5

Your customer\'s site consists of four business units using four different interfaces.

To avoid any configuration changes affecting other business units they have created four test environments for all system changes to be deployed and tested for each business unit before moving and changes into production.

Following the standard deployment method, how many deployments (excluding the copy between environments) must take place for the changes to be live in production, if they are customer portal changes for each of the four interfaces on

each of the four environments?

A. 28

B. 30

C. 32

D. 34

E. 36

F. 38

G. 40

Correct Answer: C

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