1Z0-465 ^{Q&As}

Oracle RightNow CX Cloud Service 2012 Essentials

Pass Oracle 1Z0-465 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.leads4pass.com/1z0-465.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Oracle Official Exam Center

⚙ **Instant Download** After Purchase

⚙ **100% Money Back** Guarantee

⚙ **365 Days** Free Update

⚙ **800,000+** Satisfied Customers

QUESTION 1

Requirements:

Create a tab with "Risk Management"data consistingof customfields and customobject data,and hide it from allstandard agents.

If the serial number is greater than500000 set thevalue of the custom field"Risk Management" Yes.

Capture the "Product"field from the email and populatethe productin the incidents.prod_id field.

Capture the Last andFirst names from the emailand populate the productcontact.last_name and contacts.first_name fields.

Create tabs for eachproduct linkingto the product informationpage on yourcustomer\'sweb site.

Once the product has been setin the workspaceopen up the applicable tabautomaticallyfor the agent to view.

They have askedthat no customizationbe partof the new workspace.

Identify the three requirements that are met using standard product features within the workspace.

A. Create a tab with "Risk management" data consisting of custom fields and custom object data, and hide it from all standard agents.

B. If the serial number is greater than 500000 set the value of the custom field "Risk management" = Yes

C. Capture the "Product" field from the email and populate the product in the incidents.prod_id field.

D. Capture the Last and First names from the email and populate the product in the contact.last_name and contacts.first_name fields.

E. Create tabs for each product linking to the product information page on the customer\'s web site.

F. Once the product has been set in the workspace open up the applicable tab automatically for the agent to view.

Correct Answer: CDF

QUESTION 2

You are updating the "Salesman" profile in a site where a new custom object has been created called CO.Salesman.

Your customer has requested their salesman to update record in this custom object.

What two settings in the "Salesmen" profile have to be updated to allow them access?

A. Contacts Tab: Select the Edit check box for Sales.

B. Custom Objects Tab: select the Read check box for package Name "CO" and object Name "Salesman".

C. Service Tab: select the Add/Edit check box for incidents.

D. Custom Objects Tab: select the update check box for package Name "CO" and object name "Salesmen"

E. Add a workspace for the Salesmen custom object.

F. Sales Tab: select the Edit check box opportunities.

G. Update the workspace for Opportunities.

Correct Answer: DE

QUESTION 3

Your customerhas asked you to configure profilesforan Oracle RightNowCXCloud Service Engineimplementation.

Your customer\'s requirements:

There will be two queues.

Allincidents will be pulled by the agents.

Delivery is based on theduedate assigned to the incident.

No agent will be allowed to work on more than five incidents at a time.

Select two configurations needed to accomplish this.

A. Set Pull Policy to Strict priority

B. Set Pull Policy to First Due

C. Set Pull Policy to Manual

D. Set Pull Quantity to 5

E. Set Inbox Limit to 5

F. Set Pull Quantity to 2

G. Set Inbox Limit to 2

Correct Answer: CD

Explanation: C: from scenario:Allincidents will be pulled by the agents.

D: from scenario:No agent will be allowed to work on more than five incidents at a time.

QUESTION 4

Your customerhas requested a workflow with the following requirements:

All workflows have a return event thatallows users to exit the workflow Every return eventleads to a wrap up script thatis positionedjust before theincident workspace Every exit takes the agent to theincidentworkspace Thereisa"return to script" button on the workspace to take the agent to a workspacelisting all availablescripts.

Identify the requirement that could not be met.

A. The workflow must take the agent to an incident workspace to finish their work.

B. The workflow must allow the agent to restart the workflow from the ending Initial workspace.

C. There must be a single script that all agents see to finish their conversation with the end customer.

D. The agent can exit any script in the workflow, go to the workspace, and return to the script page that they originally left from.

Correct Answer: D

Note: *Oracle RightNow Desktop Workflow Cloud Service helps agents switch context during interactions. WithOracle RightNow Desktop Workflow Cloud Service, you design workflows that span the ful interaction from start to finish. These interaction flows can present the agent with a sequence of workspaces and scripts dynamically as the context of the interaction evolves. As your workspaces become more tailored to specialized contexts, Oracle RightNow Desktop Workflow Cloud Service becomes an essential means of switching between workspaces

QUESTION 5

Which three expressions use proper syntax?

A. If (incidents.assgn_acct_id ISNULL, `Not Assigned\\', 0)

B. Date_diff(incidents.closed, incidents.created)

C. If(incidents.assign_group_id= 100460, `With Support\\', `Not with Suport\\')

D. Sum(if(incidents.status_id 2, 1, 0))

E. Avg(incidents.candtimes_opened)

Correct Answer: ABC