

1Z0-465^{Q&As}

Oracle RightNow CX Cloud Service 2012 Essentials

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QUESTION 1

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 2

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 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.

QUESTION 3

Your customer would like a high, medium, or low severity level assigned to each incident. The agents will service the incidents using a queue representing each severity. Which option shows the minimum steps required to satisfy the requirements?

- A. Create incident queues and severities

- B. Create incident statuses, queues, and severities
- C. Create incident severities
- D. Create incident statuses and queues

Correct Answer: A

QUESTION 4

Your customer wants to put the information in the "answer" section of their knowledgebase article as more important than the information in the "subject" section.

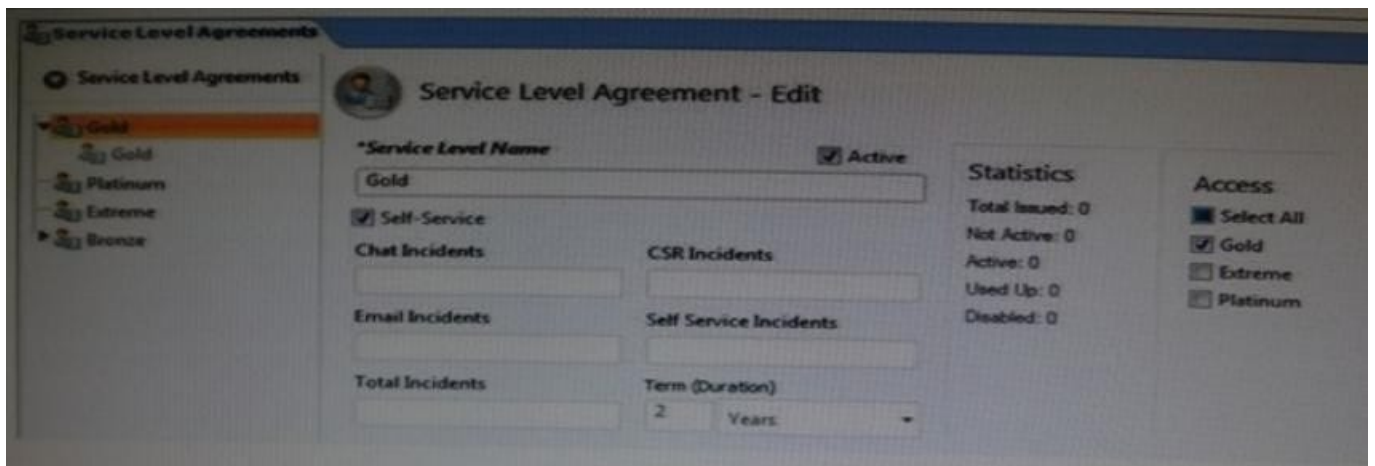
What two system configuration settings can be modified to increase the value of the phrases in the "answer" versus the "subject" during a search from either customer portal of the agent desktop?

- A. SRCH_ATTACH_WEIGHT
- B. SRCH_SUBJECT_WEIGHT
- C. SRCH_BODY_WEIGHT
- D. SRCH_KEY_WEIGHT
- E. SRCH_PROD_WEIGHT
- F. SRCH_CAT_WEIGHT
- G. SRCH_DESC_WEIGHT

Correct Answer: BC

QUESTION 5

View the Exhibit.



Your customer has "Gold" level SLAs being applied to organization automatically with an organization rule.

After six months the business decides to reduce the turnaround time for the response.

Instead of responding in 24 hours your agents need to respond to the end customers within the business 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

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