

1Z0-465^{Q&As}

Oracle RightNow CX Cloud Service 2012 Essentials

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QUESTION 1

Requirements:

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

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

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

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

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

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

They have asked that no customization be part of 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

Your customer is editing a contact workspace that is the parent of a object customer. They do not see the child custom object information.

Select the three areas to check to verify that the condition is correct.

- A. The custom object was deployed.
- B. The custom object has a relationship with the parent.
- C. The profile has custom object permissions.
- D. The custom object has an associated workspace.

E. The custom object has workspace permissions.

Correct Answer: ABE

QUESTION 3

Identify the three options available on the deployment screen in customer portal.

- A. Rollback
- B. Stage
- C. Develop
- D. Production
- E. Promote

Correct Answer: ABE

QUESTION 4

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 5

Which are two true statements about chat surveys?

- A. You can create a chat rule to email a transactional survey to the customer at the end of a chat.
- B. Sending a link to a survey can only be done by the agent during or at the end of chat.
- C. You can create a chat rule to pop up a transactional survey at the end of a chat.

D. When displaying a link to a chat survey, customer information cannot be linked back to the chat.

Correct Answer: AC

Note: *Chat Surveys Oracle RightNow Chat Cloud Service facilitates real-time chat sessions between your agents and customers visiting your Website. Completion of a chat session is a prime time to gather feedback measuring the effectiveness of the chat channel and to gain deeper insight into your online customer experience. Configurable chat business rules enable you to present customers with a Website link survey when the chat session is complete or when the chat is canceled(C). A transactional survey may also be e-mailed to the customer after the chat is completed instead of "popping" the survey to the screen.(A)

*As part of the Oracle RightNow CX Cloud Service solution, there are at least 11 different ways to listen to your customers: transactional surveys, broadcast surveys, Website link surveys, chat surveys, voice surveys, surveys by proxy, answer feedback, site feedback, social monitor, support community, innovation community, and periodic review of incidents.

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