1Z0-465 ^{Q&As}

Oracle RightNow CX Cloud Service 2012 Essentials

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QUESTION 1

Select the six actions that initiate the business rules engine to run its configured logic.

A. A customer asks a question on the end user portal.

B. An agent edits contacts, incidents, organizations, or tasks.

C. A customer updates their contact details via the end-user pages.

D. An agent edits an opportunity.

E. The rules engine is updated.

F. A customer adds more information to their incident via the end-user pages

G. An agent creates or edits an answer.

H. An administrator compiles the rules engine.

Correct Answer: ABCDFG

Not E, not H: changes to the rules engine itself does not initiate the business rules engine.

QUESTION 2

Your customer is editing acontact workspacethat is the parentof a object customer. They do notsee 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

Your customer wants you to separate their contact records by development.

You determine that to enable this functionality, you need to implement a new custom field, and that the field will need to be available to agents to enter and maintain the values.

Select the four steps to accomplish this.

A. Create a "department" custom field in the incident table.

B. Set the custom field data type to Text Field.

C. Create a navigation set that includes the "department" custom field.

D. Update the Context Workspace with the new "department" custom field.

E. Create a "department" custom Field in the contact table.

F. Add a name and a column name for the new custom field.

Correct Answer: ABDF

Note:

*Custom Fields

Custom Fields are created in the knowledge base to allow the collection of business- specific information, to best meet the organization\\'s needs.

After being created, custom fields can be added to workspaces(D)and scripts, be used as search filters in reports, or as audience filters in RightNow Marketing and RightNow Feedback.

When creating a custom field, Admins can specify whether it is visible and editable on the Agent Desktop and, for some custom fields, visible and available to gather details on the Customer Portal.

Admins can also specify a data type for the field, choose whether the field is required or not, and set a default value.

Text field data types allow you to create an input mask to require that information entered in the field matches a defined format.

When Admins add or edit custom fields, those modifications may be completed in real time or scheduled and performed in the background.

*When adding custom fields, there are several visibility options. The visibility options define where and how custom fields are presented on the Agent Desktop and the Customer Portal. For example, you can make a contact custom field

visible to staff members when adding an incident, but restrict their ability to edit it.

Custom fields with end-user visibility are displayed on the Customer Portal. If you display a custom field that is not editable by customers, it does not appear on the Ask a Question page. There are other ways to determine visibility on the

Customer Portal, such as widgets and page code.

Answer, incident, contact, opportunity, organization, sales quotes, and tasks custom fields must also be added to the appropriate record\\'s workspace.

QUESTION 4

View the exhibits.

Exhibit A

AcId: 101907

Tables

Table	Alias	Join condition	Type
Accounts	accounts		
Incidents	incidents	accounts.acct_id = incidents.assgn_acct_id	Outer

Logical Expression
incidents.status_type = Unresolved

Join Filters

Level: Grid Report

Columns

Heading	Expression	Data Type	Description
Full Name	accounts.full_name	Text	
# Incidents	count(incidents.i_id)	Integer	

Exhibit B

AcId: 101906

Tables

Table	Alias	Join condition	Type
Accounts	accounts		
Incidents	incidents	accounts.acct_id = incidents.assgn_acct_id	Outer

Filters

Logical Expression: incidents.status_type = Unresolved

Type	Name	Prompt	Expression	Operator	Value	Data Type
Fixed	incidents.status_typ... = Unresolved	incidents.status_type	incidents.status_type	equals	Unresolved	Menu

Level: Grid Report

Columns

Heading	Expression	Data Type	Description
Full Name	accounts.full_name	Text	
# Incidents	count(incidents.i_id)	Integer	

Exhibit C

AcId: 101905

Tables

Table	Alias	Join condition	Type
Accounts	accounts		
Incidents	incidents	accounts.acct_id = incidents.assgn_acct_id	Inner

Filters

Logical Expression: incidents.status_type = Unresolved

Type	Name	Prompt	Expression	Operator	Value	Data Type
Fixed	incidents.status_typ... = Unresolved	incidents.status_type	incidents.status_type	equals	Unresolved	Menu

Level: Grid Report

Columns

Heading	Expression	Data Type	Description
Full Name	accounts.full_name	Text	
# Incidents	count(incidents.i_id)	Integer	

Exhibit D

AcId: 101908

Tables

Table	Alias	Join condition	Type
Incidents	incidents		

Filters

Logical Expression: incidents.status_type = Unresolved

Type	Name	Prompt	Expression	Operator	Value	Data Type
Fixed	incidents.status_typ... = Unresolved	incidents.status_type	incidents.status_type	equals	Unresolved	Menu

Level: Grid Report

Columns

Heading	Expression	Data Type	Description
Full Name	incidents.assgn_acct_id	Menu	
# Incidents	count(incidents.i_id)	Integer	

Exhibit E

AcId: 101909

Tables

Table	Alias	Join condition	Type
Accounts	accounts		
Incidents	incidents	accounts.acct_id = incidents.assgn_acct_id	Inner

Filters

Logical Expression: incidents.status_type = Unresolved AND incidents.assgn_acct_id != No Value

Type	Name	Prompt	Expression	Operator	Value	Data Type
Fixed	incidents.status_typ... = Unresolved	incidents.status_type	incidents.status_type	equals	Unresolved	Menu
Fixed	incidents.assgn_acct... != No Value	incidents.assgn_acct_id	incidents.assgn_acct_id	not equals	No Value	Menu

Level: Grid Report

Columns

Heading	Expression	Data Type	Description
Full Name	incidents.assgn_acct_id	Menu	
# Incidents	count(incidents.i_id)	Integer	

Your manager asks youto create a report that showsevery Staff Account and how manyopen incidentshave been assignedto them.Which report definitionmeets this criteria?

A. Exhibit A

B. Exhibit B

C. Exhibit C

D. Exhibit D

E. Exhibit E

Correct Answer: C

Explanation: Use inner join.

QUESTION 5

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 6

A customer wants to change the following text on the receipt and asksubmitpage:

"Thanks for submitting your question. Use this reference number for the follow up:

#120728-000001

A member of your support team will get back to you soon.

If you need to update your question and you already have an account, log in, click the Your Account tab, and select the question to open and update it."

Which two actions will allow you to identify the correct message base item if you do not know which message base you need to edit?

A. Run a message base report and search for the text string you want to change.

B. Identify the customer portal page that includes the text you want to change and identify the message base from within the code.

C. Look for the message in the receipt email body.

D. Submit an incident to customer care.

Correct Answer: AB

QUESTION 7

What is the maximum number of special characters that can be required in a password in addition to having lower and uppercase letters, two numbers, and a maximum character length of 10.

A. 5

B. 3

C. 6

D. 1

E. 8

Correct Answer: C

Explanation: One lower case later, one uppercase letter, two numbers. All the remaining characters can be required to be special characters.

Note: *

http://blog.evergegroup.com/wp-content/uploads/2013/03/RightNow-Config-2.jpg
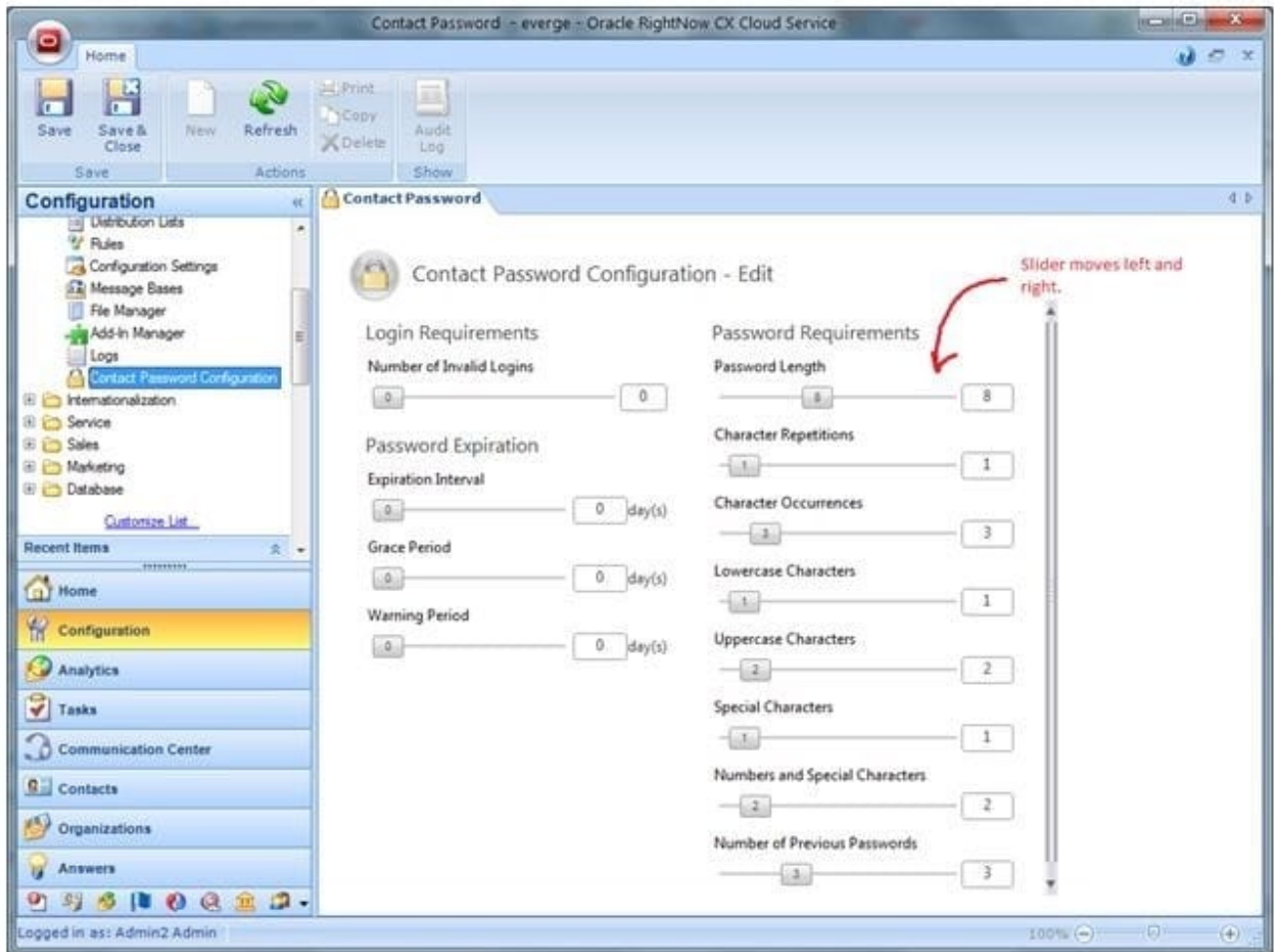
QUESTION 8

In a Customer Portal design session, the customer explains to you that they have multiple brands, and that they have multiple websites to reflect these brands.

After reviewing the sites with the customer, you notice that each of the sites contain the same layout and content, but has different colors and branding, such as logos.

Which option allows for a consistent layout and dynamic branding?

A. Use a single theme across all Customer Portal pages, and implement templates dynamically.

B. Do not use a template, and implement themes dynamically.

C. Do not use a theme, and implement templates dynamically.

D. Use a single template across all Customer Portal pages, and implement themes dynamically.

Correct Answer: D

QUESTION 9

Your customer would like some changes to be made in the incident workspace. Which three changes can be made by using workspace functionality?

A. Right justify all field labels on the workspace

B. Copy the value in the Queue menu to a custom field.

C. Conditionally hide specific product items based on the logged in staff account\\'s profile.

D. Focus on a specific workspace tab based on the value of a custom field.

E. Change the color of the Banner Flag based on the incident\\'s severity.
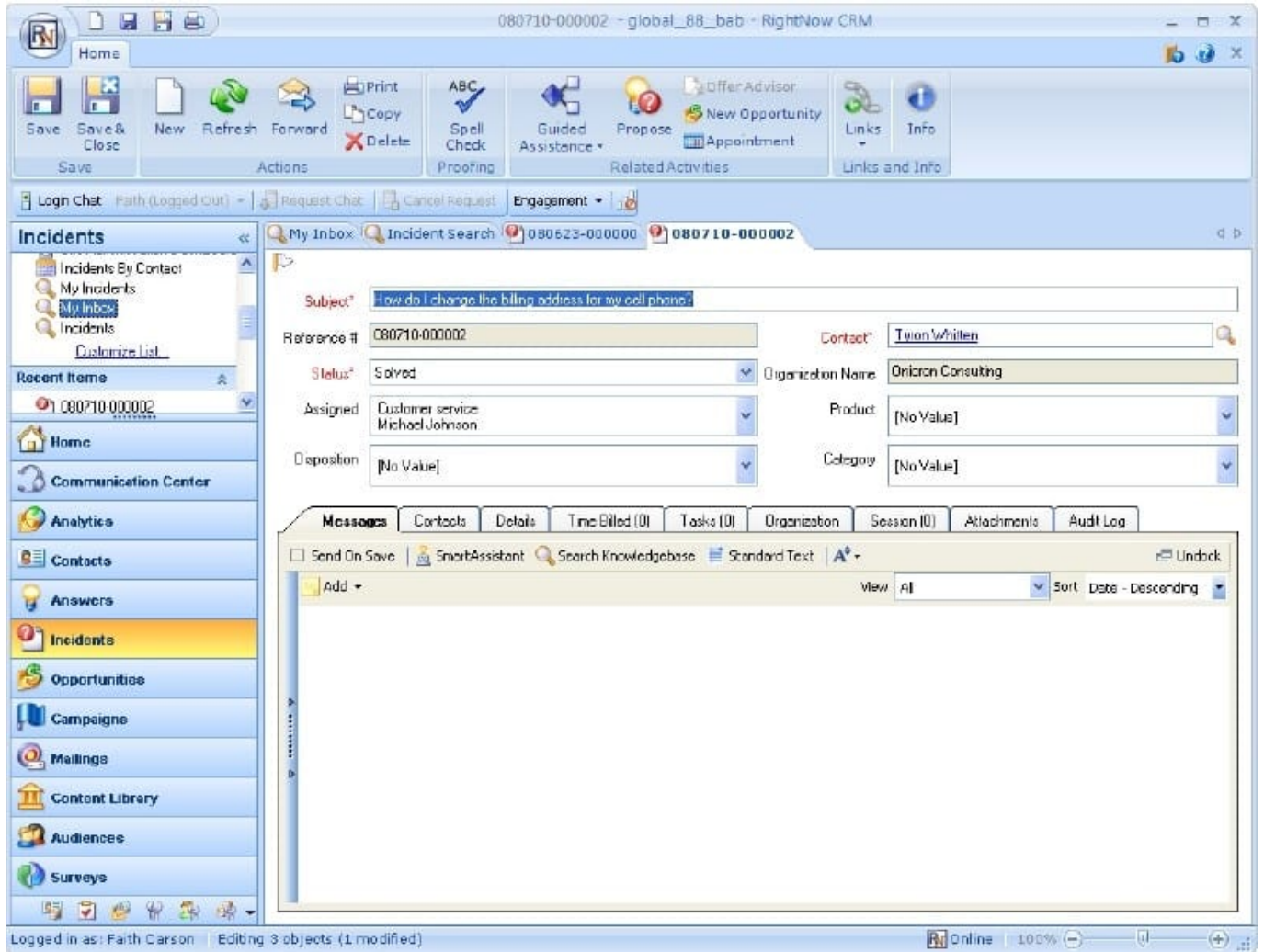
Correct Answer: ACE

Note:

*RightNow Service provides a standard workspace for working with incidents. The workspace

defines which fields are available, which buttons are displayed on the ribbon, and how the information is organized on the content pane.

*keep in mind that the workspace your profile uses may display a different combination of fields, or it may display them in a different location on the content pane.

*example of the standard incidentworkspace.

QUESTION 10

Your customer has performed a search on the knowledgebase and has stated that they are gettingstrange results. Every time they search for the word "widget" the correct answer appears as the 10th answer on the search results and not at the top of the first page.

How can you increase the value of the word "widget" In the knowledgebase search results?

A. Assign all products and categories to the knowledgebase answer.

B. Set the display position to "Fix at top."

C. Set the display position to "Place at top."

D. Add the search term to the keyword field of the knowledgebase answer.

Correct Answer: D

Incorrect:

Not B: would ensure that widget would always be at the top over every list, but the value of the word would not be affected.

QUESTION 11

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.

QUESTION 12

Your customer would like to run incident report with up to five years of data on incidents and activity for a given agent regardless of whether an agent has left the company. Your customer is not sure what they need to do to keep from deleting data for agents that have left the company.

Identify which option would allow your customer to administer the staff accounts to enable the reporting abilities they require.

A. Disabled from Assignment

B. Disabled from Assignment and Report Filters

C. Permanently Disabled

D. Do not disable, but lock the staff account

E. Reassign the old incidents to another staff accounts called Former Employee

Correct Answer: A

QUESTION 13

Yourcustomer wantsto implementa new businessprocess. Theyhavegiven you these requirements:

All contactswhen createdwill havethe contacts.c$free_trial customfieldset to NO(default in novalue).

All contacts willbeadded to organization= "Temp".

All contactswith contacts.c$free_trial = "Yes" willhave anopportunitycreatedthat isassignedto "agent 1",with a status ="Lead"and territory = EMA?nited Kingdom.

Identify the three minimum rule types to be configured to meet the requirement.

A. Chat Rules

B. Contact Rules

C. Incident Rule

D. Opportunity Rules

E. Organization Rules

F. Survey Rules

G. Task Rules

Correct Answer: BDE

Explanation: B:Contact Rules Contact Rules are triggered when contact records are created or updated. For example, you can use contact rules to automatically apply service level agreements (SLAs)or to set fields based on how the record is created or updated

D:Opportunity Rules Opportunity rules are triggered when a sales opportunity is created or updated. You can use opportunity rules to notify managers when a sales opportunity reaches a certain status in your sales cycle

E:Organization Rules Organization Rules are triggered when organization records are created or updated. For example, you can use Organization Rules to notify support staff or accounts receivable when an organization record is created or updated

QUESTION 14

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

QUESTION 15

Your customer is going to have three brand-related incident queues.

They need to do an order routing of incidents created through an email channel to different queues.

Identify the correct options to configure your routing rules for initial routing.

A. Create a rule to route to each brand queue from the corresponding service mailbox in the "progress" state.

B. Create a rule where if a subject contains the brand name, it should be routed to a brand queue.

C. Create a rule to route to each brand queue from the corresponding service mailbox in the "initial" state.

D. Create a rule where the sender\\'s domain = a branch, route the incident to the matching brand.

Correct Answer: C

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