



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.passapply.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

Which example requires the use of a one to many, parent child custom object application?

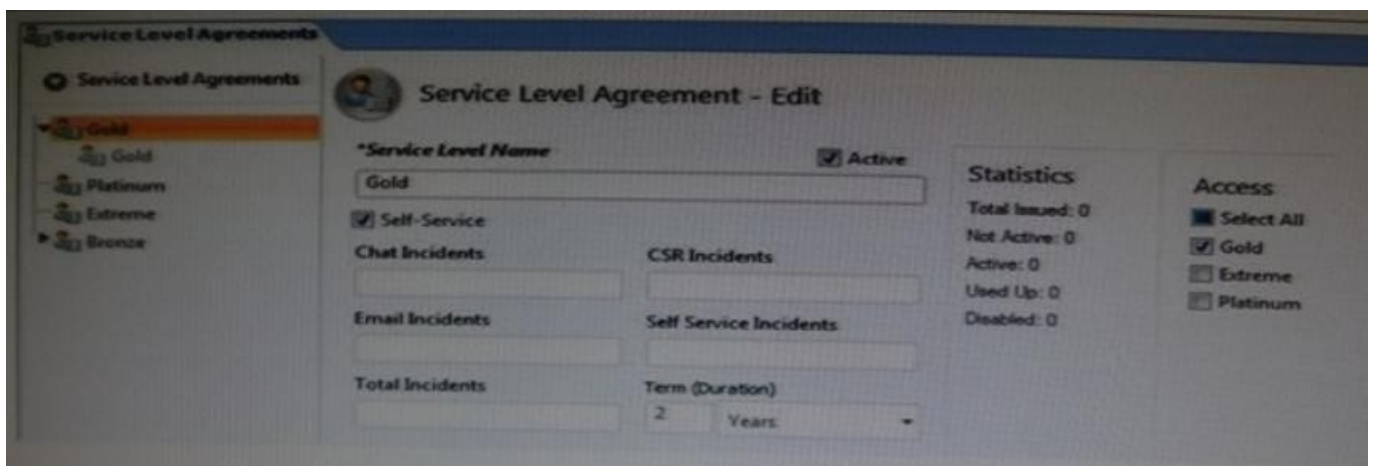
- A. Your customer wants to keep track of the end customer's Customer identification Number
- B. Your customer has stated that they want to report on end customers that have similar attributes.
- C. Your customer has stated that they want to track when end customers are contacted by sales associates.
- D. Your customer wants to keep track of all the cars the end customers drive.

Correct Answer: D

Explanation: One single customer may use many cars.

QUESTION 2

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

QUESTION 3

Select the two statements that describe reasons why you would link products to categories.

- A. It simplifies reporting on answers and incidents products and categories
- B. It allows filtered product and category lists when creating answers
- C. It allows filtering of product and category menus on customer portal pages
- D. It allows filtering of product and category menus on incident workspaces

Correct Answer: C

Explanation: If your organization has large numbers of categories or dispositions, staff members and customers must review long lists of menu items to find appropriate options.

You can simplify their choices with product linking.

When products are linked to categories, only the linked categories are displayed when customers select products on the customer portal or when staff members select products while working on incidents. When products are linked to

dispositions, only the linked dispositions are displayed when agents select products for incidents. Product linking is a powerful tool for enhancing efficiency for both staff members and customers. Product-category linking is independent of product-disposition linking, so you can enable one or the other or both.

QUESTION 4

Your customer wants to implement a new business process. They have given you these requirements:

All contacts when created will have the contacts.c\$free_trial custom field set to NO (default in no value).

All contacts will be added to organization = "Temp".

All contacts with contacts.c\$free_trial = "Yes" will have an opportunity created that is assigned to "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 5

Your customer has special business process where their agents will put incidents into a waiting status for a period of one week on a regular status basis.

Your customer would like these incidents to remain in the waiting status until the agent has finished researching the incidents(s).

Your customer does not want these incidents to close until 7 calendar days have passed.

Which configuration setting needs to be modified from its default value in order to prevent the system from closing the waiting incident automatically?

- A. DORMANT_INCIDENTS
- B. CI_WAITING_CALC_DAYS
- C. CI_HOURS
- D. PURGE_DELETE_INCIDENTS
- E. MYQ_REOPEN_DEADLINE

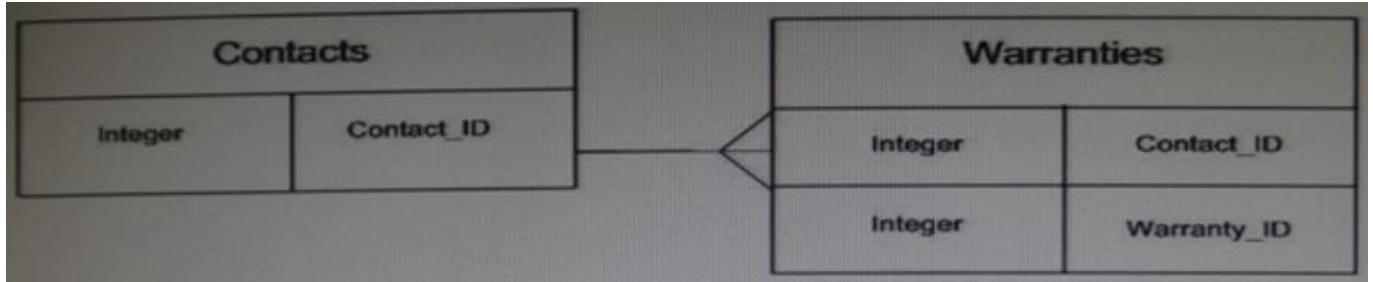
Correct Answer: A

The DORMANT_INCIDENTS configuration setting specifies the number of days after which Solved incidents are flagged as dormant by the agedatabase utility. To disable this feature, set this value to 0. If you set the DORMANT_INCIDENTS setting to a value greater than that specified in the PURGE_DELETE_INCIDENTS setting, the incidents will get purged before they can ever be set to dormant. By default, this feature is set to 0 which means incidents are never flagged as dormant.

QUESTION 6

A client would like to edit a contact record and in addition add warranty Information.

Select the implementation steps required using the Custom object design below.



- A. Insert the Warranties fields into the Contact workspace.
- B. Insert the Warranties control into a tab in the Contact workspace.
- C. Use the Warranties workspace and add the Contact control.
- D. Insert a report control and assign a Warranties report into a tab in the Contact workspace

Correct Answer: A

QUESTION 7

When using standard reports within the Analytics module there is a limit to what can be edited in each report.

Select the two items that are editable on a standard report.

- A. Schedules
- B. Report Heading
- C. Non Selectable Filters
- D. Column Headings
- E. Graphs
- F. Permissions

Correct Answer: AB

Explanation: A: chooseEdit ReportDefinition

In edit mode, on the Home tab, choose Scheduling.

?Choose Add Schedule, and then change the format to HTML Email (Images/Charts sent in email)

?Name the schedule, fill in your e-mail address, and set the recurrence to weekly.

?Save your report.

QUESTION 8

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 9

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.

QUESTION 10

Identify the four guidelines that are relevant with regard to web accessibility.

- A. Support increased text sizes.
- B. Ensure color alone is not used to convey content.
- C. Avoid background sound.



D. Ensure no underlined content exists.

E. Provide multiple methods for finding content.

F. Ensure all alternate text is unused.

Correct Answer: ABCE

QUESTION 11

View the exhibits.



Exhibit A

AcId: 101907

Tables

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

Filters

Logical Expression: incidents.status_type = Unresolved

Type	Name	Prompt	Expression	Operator	Value	Data Type
Fixed	incidents.status_type...	= Unresolved	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.assign_acct_id	Inner

Filters

Logical Expression: incidents.status_type = Unresolved

Type	Name	Prompt	Expression	Operator	Value	Data Type
Fixed	incidents.status_type...	= Unresolved	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.assign_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.assign_acct_id	Inner

Filters

Logical Expression: incidents.status_type = Unresolved AND incidents.assign_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.assign_acct... != No Value	incidents.assign_acct_id	incidents.assign_acct_id	not equals	No Value	Menu

Level: Grid Report

Columns

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

Your manager asks you to create a report that shows every Staff Account and how many open incidents have been assigned to them. Which report definition meets 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 12

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 13

Your customer has five different incident queues:

Help Tier 2 Escaped Accounting VIP

The Help and VIP queues have the quickest response goals.

Which two configurations will ensure that an agent's profile pulls incidents assigned these queues first using a single agent profile?

- A. Create an agent profile to only work these two queues.
- B. Add all five queues to the agent's profile.
- C. Add all five queues to the agent's profile with Helper and VIP being the first two in the list.
- D. Use the First Due Pull Policy
- E. Use the Strict Priority Pull Policy

Correct Answer: BE

QUESTION 14

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 15

Referring to custom fields in the system, identify the column identifier that indicates it is a custom field.

- A. CO\$
- B. C\$
- C. RN\$
- D. CF\$
- E. \$C

Correct Answer: B

Explanation: In the latest RightNow API (February 2012 and May 2012 release), one of the important changes we need to be aware of is the structure of custom field and the query format in ROQL. In the older API version, all custom field API name has a prefix of "c\$". e.g, c\$mycustomfield. You can query the custom field data out by using the following ROQL:

Select ID, c\$mycustomfield FROM Contact;

[1Z0-465 VCE Dumps](#)

[1Z0-465 Practice Test](#)

[1Z0-465 Study Guide](#)