



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

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 3

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 4

After an implementation of a Chinese Knowledge base, your customer notices there are some search terms that are not



found when searching through the knowledgebase under any use case.

You have verified that there are answers for the search terms being searched, but you also verify that answers are not being returned correctly.

Identify the configuration change you would make to mitigate this problem.

- A. Update the answer keywords
- B. Verify that all selections of the target answer(s) contain the search terms you're looking for.
- C. Create hidden div tags inside the answer's question section to promote the matching of a given target search term that isn't being matched.
- D. Create entries for the word and its syntax in the dictionary file.
- E. Create alias and thesaurus entries with the correct target search terms.

Correct Answer: E

QUESTION 5

Which three actions must be performed in order to configure cloud Monitor?

- A. Add or update navigation sets to include the Cloud Monitor navigation button and component
- B. Add or update profiles to include-Cloud Monitor permissions.
- C. Add or update profiles to include permission to add themes and Clustering.
- D. Add or update staff accounts to use profiles that include Cloud Monitor permissions.
- E. Add or update a list of favorites.
- F. Set up a Cloud Monitor search schedule.

Correct Answer: ABD

Explanation: /Before you can monitor the social cloud to search for information related to your organization, you need to configure your application to provide access to the RightNow Cloud Monitor.

To provide access to the RightNow Cloud Monitor it is necessary to:

*

(A)Add cloud monitor to Navigation Sets

*

(B)Add cloud monitor permission to Profiles

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