



1Z0-465^{Q&As}

Oracle RightNow CX Cloud Service 2012 Essentials

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QUESTION 1

Your customer would like you to create a workflow following these requirements:

Requirement 1: The workflow will allow the agent to switch between workspaces by clicking the "Select Workspace" button.

Requirement 2: The agent can launch the script both within the workspace as well as by leaving the workspace while still inside the workflow.

Requirement 3: The workflow must capture all phone data provided to the agent in their desktop softphone application.

DSN

ANI Language Exit reason Transfer From Transfer Notes

Requirement 4: If a contact record exists, the workflow must load the contact found as the contact for the incident.

Requirement 5: If a contact record is not found, the contact will be created with all the data captured from softphone. Your customer is not willing to purchase or deploy custom objects to manage any data coming from their CTI integration.

Identify which three requirements can be accomplished through the use of standard workflow/workspace functionality.

- A. Requirement 1
- B. Requirement 2
- C. Requirement 3
- D. Requirement 4
- E. Requirement 5

Correct Answer: ABD

Note:

*A desktop workflow is a sequence of workspaces, scripts, decisions, and actions ? even other embedded workflows ? that supports a business process. Using an intuitive design interface, you define a workflow by assembling a set of elements into a logical order to form a flow diagram, then adding decision logic to advance the flow.

QUESTION 2

Your customer is editing a contact workspace that is the parent of a custom object. 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

Your customer has over a thousand answers in their knowledgebase.

The keyword search report shows that some end customers are searching, using a misspelled word returning zero results.

The client does not want to edit all the answers to fix this situation.

Choose the option that will fix your customer's issue.

- A. Add the misspelled words to a custom field.
- B. Add the misspelled words to the answer keyword.
- C. Add the misspelled words to the stop word list.
- D. Add the misspelled words to the alias file.

Correct Answer: D

Explanation: There are two files in particular that are especially important when configuring and tuning your knowledgebase, aliases.txt and exclude_answers.txt (aka stop words).

Aliases.txt - Use the Aliases.txt file in the File Manager, wordlist files to create synonyms.

Make sure you are using consistent terms in your Answers.

Adding misspellings to the Aliases.txt works very well, and presents people with Answers even if they make an common spelling error. it works very well.

If you add a misspelling to the keywords box, it only applies to that one single answer.

QUESTION 4

Within the password configuration settings what does the grace period control?

- A. The number of days after an account is locked when the user can request an online reset of his password
- B. The number of days a notice is sent to the user before his password expires
- C. The number of days after a password expires that the user can still log in before the account is locked
- D. The number of days before a manager is noticed of a locked account

Correct Answer: C



Explanation: Grace period after expiration before account is locked.

QUESTION 5

Incident#120703-002539 was submitted on Tuesday, July 3, 2012 at 1:00 pm.

Day	* Start Hour	* Minute	* End Hour	* Minute
Monday	8	00	17	00
Tuesday	8	00	17	00
Wednesday	8	00	17	00
Thursday	8	00	17	00
Friday	8	00	17	00
Saturday	10	00	12	00

Response Time (Minutes): 480
Resolution Time (Minutes): 1440

Holidays Observed: ☒ Select All

- ☒ President's Day 2/14/2012
- ☒ Memorial Day 5/28/2012
- ☒ Independence Day 7/4/2012
- ☒ Labor Day 9/3/2012
- ☐ Thanksgiving
- ☐ Christmas

At what time the initial Response Due (incidents.rel_due) field be stamped using the response requirements shown?

- A. Tuesday, July 3, 2012 at 9:00 pm
- B. Wednesday, July 4, 2012 at 12:00 pm
- C. Thursday, July 5, 2012 at 12:00 pm
- D. Thursday, July 5, 2012 at 1:00 pm
- E. Saturday, July 7, 2012 at 12:00 pm

Correct Answer: C

Explanation: * From the exhibit we see that the response time is 480 minutes (6 hours).

*

From the exhibit we see that the resolution time is 1440 minutes (24hours). *incidents.rel_due is the result of the calculation that RN makes to tell you when an Incident is due for a response.

*

The best thing to do in this instance is adjust the response requirements and SLA level to suit. In the SLA edit function, you can tell the system the working hours that are used, i.e. Monday to Friday, 0900 - 1700. Also under the SLA edit, in



Response Requirements you'll see Response and Resolution Time. Set these to the working number of minutes. So, for example. If you did do 9-5 during a working day, you're going to want to set this to 8x60x5 (2400). Also, do the same in the Response Requirements edit (above the Service Level Agreements in the Configuration tab). You'll find both of these functions under Service in the Configuration tab. What this will do is tell the system to start counting, but only during working hours. So, if an incident comes in outside of your working hours, say 11pm, it won't start the clock until 0900 the following morning.

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