



1Z0-465^{Q&As}

Oracle RightNow CX Cloud Service 2012 Essentials

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QUESTION 1

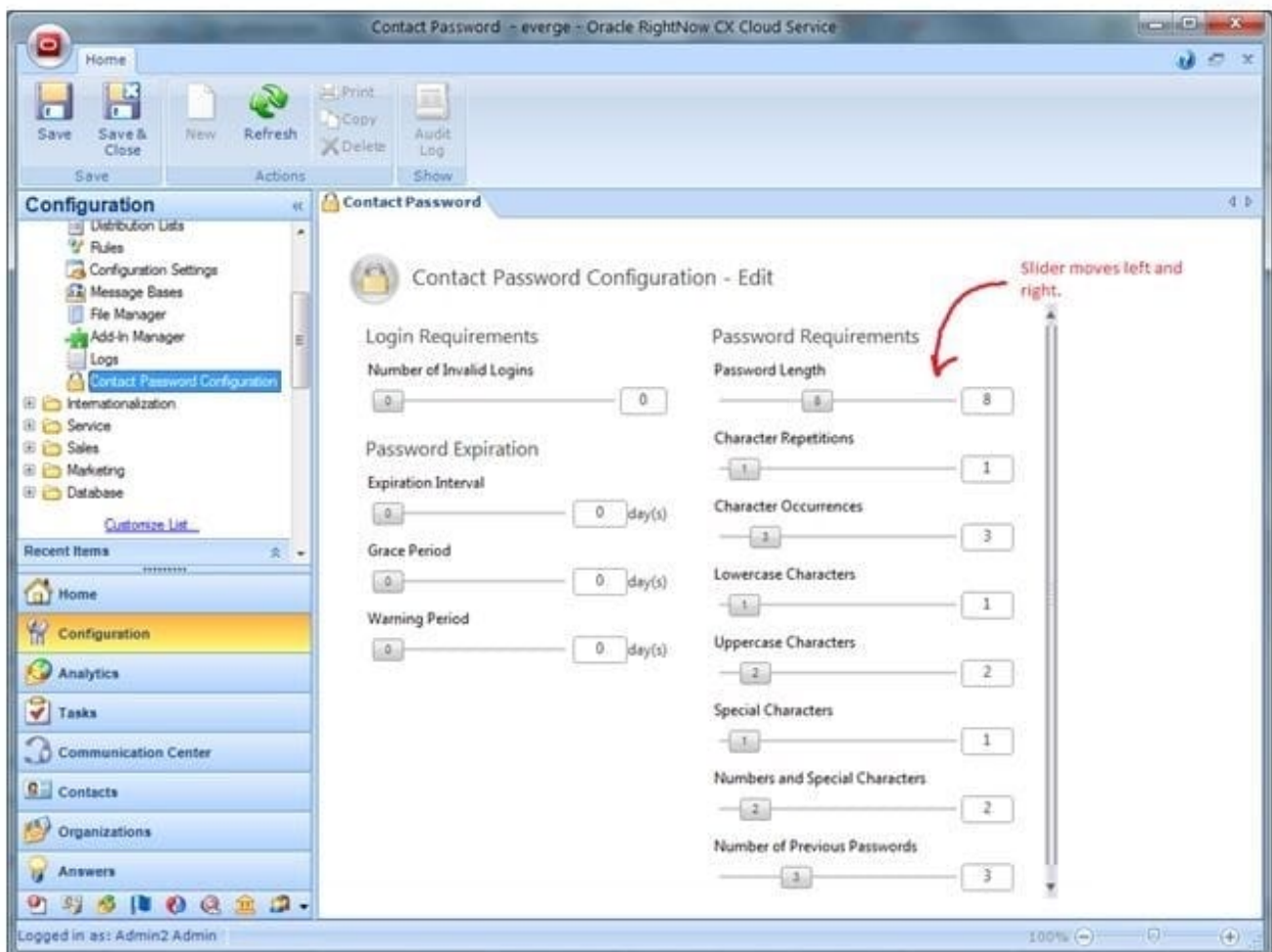
What is the maximum number of special characters that can be required in a password in addition to having lower and uppercase letters, two numbers, and a maximum character length of 10.

- 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.evergroup.com/wp-content/uploads/2013/03/RightNow-Config-2.jpg>

QUESTION 2

Your customer wants agents to automatically receive an incident private note that explains how to handle specific responses from customers.

These incidents would be identified by specific terms in the subject line.

Select three steps needed to accomplish this.

- A. Use an Incident Business Rule to append standard text to the uncommitted response buffer.
- B. Add a workspace rule that checks for identified terms in the subject line.
- C. Create Standard Text with instructions.
- D. Use an Incident Business Rule to append standard text to Customer Thread.
- E. Add the Standard Text as Private Note to Thread in the workspace rule.

Correct Answer: BCE

QUESTION 3

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 4

Your customer has asked you to create a report that shows all incidents opened within the past month.

The report should show the following columns:

Number of incidents opened in the past month Number of incidents opened in the past week Number of incidents opened in the past day

Which two functions are needed in the expressions to create the three columns?

- A. NVL
- B. AVG
- C. IF
- D. DECODE
- E. SUM

Correct Answer: CE

Incorrect:

Not A: In Oracle/PLSQL, the NVL function lets you substitute a value when a null value is encountered.

Not D: DECODE compares expr to each search value one by one. If expr is equal to a search, then Oracle Database returns the corresponding result. If no match is found, then Oracle returns default. If default is omitted, then Oracle returns null.

QUESTION 5

Your customer wants to set a disposition and add specific standard text item automatically based on a given endpoint within guided Assistant path into the response thread.

What are the two steps required to complete this request?

- A. Create a Named Event to fire each end point of the Guide.
- B. Use an Incident Business rule to fire a named event and populate the standard text to the message thread.
- C. Use Agent Workspace rule to populate the standard text to the message thread and set the disposition when the named event is fired.



D. Use Agent Workflow to populate the disposition and populate the standard text based on the named event in the guide.

E. Use a workplace rule to create a pop-up box reminding the agent to select the disposition and make the disposition field required on the incident workplace.

Correct Answer: AC

Note:

* To create a simple rule using named events, open a test incident workspace and:

1.

Create a rule to fire a named event:

Create a simple rule like: when Incident.Subject changes then fire a Named Event value "SubjectChanged".

To set the name of the named event, click on the link: "named event" in the "Then Actions" tab of the rule designer.

After this you will see the name you entered as the rule action, such as "This rule will fire SubjectChanged named event."

2.

Create a second rule to take action on the named event from above:

Create a rule like: when "SubjectChanged" named event fires then set Incident Status = Updated.

To set the rule to fire on this named event, select "A named event fires" from the "When" tab of the rule designer.

Enter "SubjectChanged" as the named event value (to match the rule above). Set a rule action (in the "Then Actions" tab of the rule designer) such as: set Incident Status = Updated.

When you test this workspace you should see that the incident status is set to "Updated" after you change the Incident subject.

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