1Z0-465^{Q&As}

Oracle RightNow CX Cloud Service 2012 Essentials

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QUESTION 1

Your customer was reviewing published answers in their knowledgebase.

They noticed that several of the answers had irrelevant answers listed in the "Answers other found helpful" section of the answer detail page.

What step is required to eliminate the individual irrelevant answers?

A. Remove the related answers widget from the Customer Portal page.

B. Remove the irrelevant answers from manually related answers.

C. Block the irrelevant answers from Learned Links.

D. Delete the irrelevant answers from Sibling Answers.

Correct Answer: D

Note: *A meta-answer is a collection of related answers that are all associated with the same products and categories. These related answers are called sibling answers, and that relationship is defined on the CX Console, not on the accessibility interface

QUESTION 2

Your customer has created a new script and has deployed it to the agents in their call center within their incident workflow.

They have noticed an issue that all of their agents cannot end the script of the places that were designed to.

Identity the two reasons for this.

A. There are no exit or finished events being triggered on the script pages.

B. The agents cannot get to the pages where they can end the script.

C. There are no return events listed in the incident workflow for the script to use.

D. There are no script beginning and ending buttons enabled for the script pages.

Correct Answer: BC

QUESTION 3

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 4

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

QUESTION 5

When an incident is opened, your customer would like to have different workspaces open based on the six products that can be selected when an incident is submitted from the Ask A Question customer portal page.

When designing the workflow used to complete this requirement, which three elements are necessary?

A. Entry Point

B. Load

C. Set Fields

D. Decision

E. Workspace

Correct Answer: BDE