



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

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;

QUESTION 2

You have created a custom widget for a customer portal page, and the widget needs to be styled based on your customer's branding guidelines.

Identify the location where the CSS file must be placed within the file structure.

- A. \eufdevelopment\widgets\custom\{widget name}\
- B. \eufrightnow\widgets\standard\{Widget name}\
- C. \eufassets\css\{widget name}\
- D. \eufassets\themes\{theme name}\widgetCss

Correct Answer: D

QUESTION 3

Your customer has requested a workflow with the following requirements:

All workflows have a return event that allows users to exit the workflow. Every return event leads to a wrap up script that is positioned just before the incident workspace. Every exit takes the agent to the incident workspace. There is a "return to script" button on the workspace to take the agent to a workspace listing all available scripts.

Identify the requirement that could not be met.

- A. The workflow must take the agent to an incident workspace to finish their work.



- B. The workflow must allow the agent to restart the workflow from the ending Initial workspace.
- C. There must be a single script that all agents see to finish their conversation with the end customer.
- D. The agent can exit any script in the workflow, go to the workspace, and return to the script page that they originally left from.

Correct Answer: D

Note: *Oracle RightNow Desktop Workflow Cloud Service helps agents switch context during interactions. With Oracle RightNow Desktop Workflow Cloud Service, you design workflows that span the full interaction from start to finish. These interaction flows can present the agent with a sequence of workspaces and scripts dynamically as the context of the interaction evolves. As your workspaces become more tailored to specialized contexts, Oracle RightNow Desktop Workflow Cloud Service becomes an essential means of switching between workspaces

QUESTION 4

Your customer would like some changes to be made in the incident workspace. Which three changes can be made by using workspace functionality?

- A. Right justify all field labels on the workspace
- B. Copy the value in the Queue menu to a custom field.
- C. Conditionally hide specific product items based on the logged in staff account's profile.
- D. Focus on a specific workspace tab based on the value of a custom field.
- E. Change the color of the Banner Flag based on the incident's severity.

Correct Answer: ACE

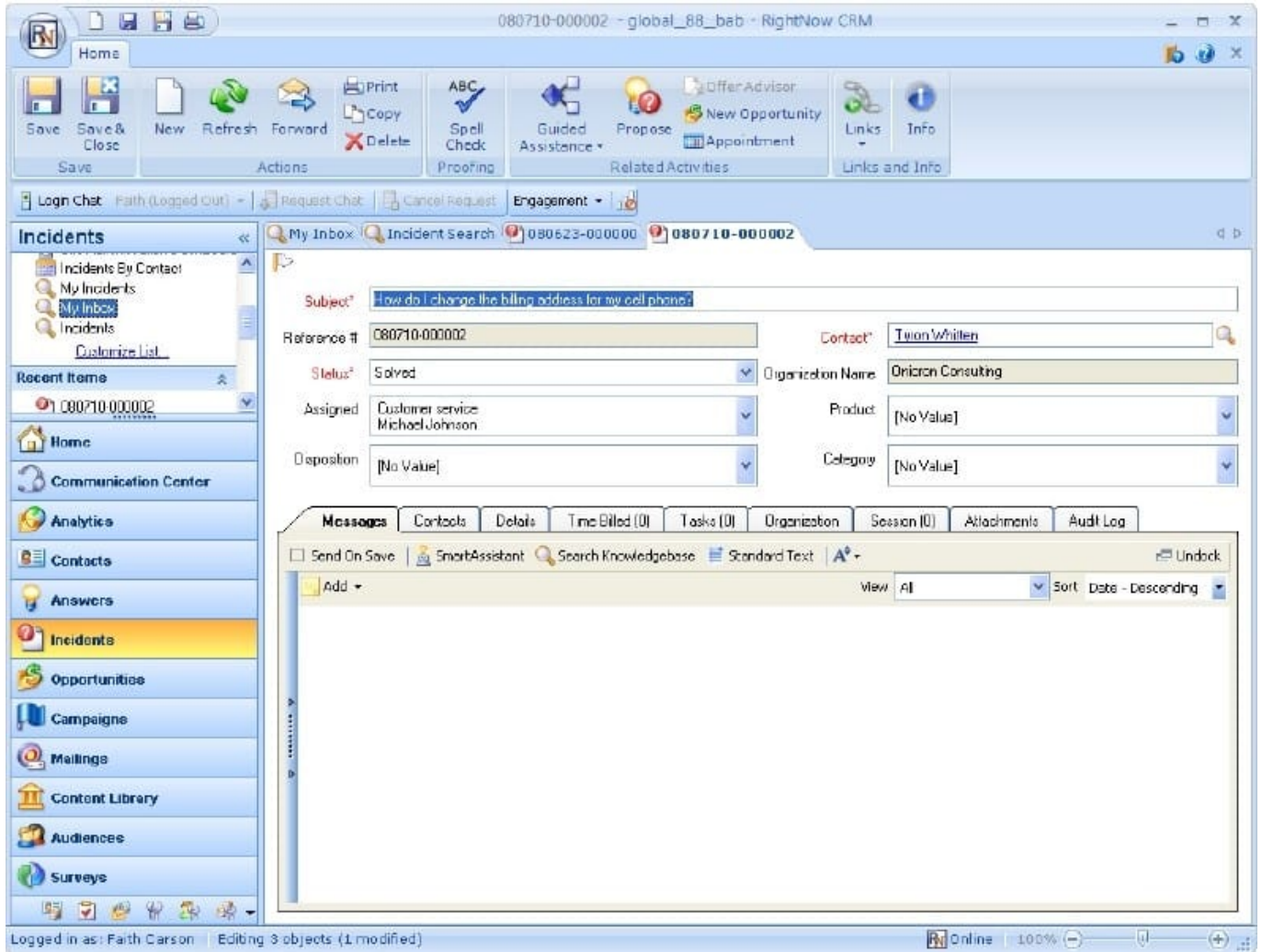
Note:

*RightNow Service provides a standard workspace for working with incidents. The workspace

defines which fields are available, which buttons are displayed on the ribbon, and how the information is organized on the content pane.

*keep in mind that the workspace your profile uses may display a different combination of fields, or it may display them in a different location on the content pane.

*example of the standard incident workspace.



QUESTION 5

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