



1Z0-465^{Q&As}

Oracle RightNow CX Cloud Service 2012 Essentials

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QUESTION 1

During requirements gathering, your customer determines that since they will be directing customers to support pages from their website, they would like the default Home page to be removed.

Which three of the available options are required to complete this requirement?

- A. Delete the home.php file from the customerportal site.
- B. Update the config verb CP_Login_URL
- C. Remove the "Home page" navigation option from the template file.
- D. Update the config verb CP_HOME_URL.
- E. Upgrade the site.css file to remove references to the Home page.

Correct Answer: CDE

QUESTION 2

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

QUESTION 3

Your customer has asked you to configure profiles for an Oracle RightNow CX Cloud Service Engine implementation.

Your customer's requirements:

There will be two queues.

All incidents will be pulled by the agents.

Delivery is based on the due date assigned to the incident.

No agent will be allowed to work on more than five incidents at a time.



Select two configurations needed to accomplish this.

- A. Set Pull Policy to Strict priority
- B. Set Pull Policy to First Due
- C. Set Pull Policy to Manual
- D. Set Pull Quantity to 5
- E. Set Inbox Limit to 5
- F. Set Pull Quantity to 2
- G. Set Inbox Limit to 2

Correct Answer: CD

Explanation: C: from scenario: All incidents will be pulled by the agents.

D: from scenario: No agent will be allowed to work on more than five incidents at a time.

QUESTION 4

Your customer has asked that all incidents be "scanned" for words that may revolve around product defects and injuries so that they can alert their risk management team of any possible product issues or liability. The customer accepts that 100%

accuracy is not available, and accepts that they will be false positives and a margin for error.

They have provided you the following words to be "scanned":

Mouth

Jaw

Cheek

Jowl

Chin

Oral

Palate

The customer requires the following:

Match whole words only

All valid words must be preceded with a space.

All valid words must be spelled correctly.

All words must be directly followed by a meta character in this list:



, {comma}

.{period}

\\{single quote}

" {double quote}

; {semi colon}

: {colon}

{space}

! {exclamation point}

? {question mark}

and {ampersand}

You decide to use a regular expression to search for these words in all incoming emails.

```
^mouth [, | . | \\'|";:|!|?|and] \\ jaw[,|.\\'|";:|!|and] \\ cheek[, | ` | ; | : | | ! | ? | and] \\
```

```
jowl [,|.\\'|";:|!|?|and] | \\chin$[,|.\\'|";:|!|?|and] | \\oral [, | . | ` | " | : | | ? | and ] | \\pallate[,|.\\'|";:|!|? | and] | \\
```

Identify the three words that will be correctly matched to this regular expression.

A. Mouth

B. Jaw

C. Cheek

D. Jowl

E. Chin

F. Oral

G. Palate

Correct Answer: BCD

Incorrect:

Not A: mouth will not match ^mouth

Not E: chin will not match chin\$

Not G: palate will not match pallate

QUESTION 5

Your customer would like a high, medium, or low severity level assigned to each incident. The agents will service the



incidents using a queue representing each severity. Which option shows the minimum steps required to satisfy the requirements?

- A. Create incident queues and severities
- B. Create incident statuses, queues, and severities
- C. Create incident severities
- D. Create incident statuses and queues

Correct Answer: A

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