1Z0-465 ^{Q&As}

Oracle RightNow CX Cloud Service 2012 Essentials

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QUESTION 1

Your customer\\'s agent is using the Co-Browse feature with an end customer who is using a Mac.

The Co-Browse is displaying an error and will not work. What action must the agent take to allow Co-Browse to work on Mac OS?

A. Nothing, Co Browse is not supported for a Mac OS.

B. Instruct the end customer to enable Java on their Mac.

C. Have the customer clear their browser cache and try again.

D. Have the customer use the IE browser.

Correct Answer: B

QUESTION 2

Which incident field is designed to be used by your customer to standardize tracking of how incidents are resolved?

A. Response Message

B. SLA Instance

C. Severity

D. Disposition

E. Source

Correct Answer: A

Explanation: When you add an incident, you create a record of both the customer\\'s question and your response, which can helpyour organization track how the incident is resolved.

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 customerhas team leads who are responsible for creatingbusiness rules and managingstaff accounts.However, they should not beallowed to create or modify any profiles.

Which two options should be used to configure the Navigation Set for these team leads?

A. Keep the default Configuration items in the Configuration pane and let the profile handle this.

B. Create a navigation set that only has "Rules" and all "Staff Management" items in the configuration pane.

C. Add the Configuration item of Rules, and Staff Account by Group report into Home Tab and remove the default Configuration pane.

D. Add the Configuration items of Workspace/Workflows, Rules, and Staff Account by Group Report into the Home Tab and remove default Configuration pane.

Correct Answer: AB

Note:

*The configuration tasks required when starting to use RightNow CX are:

1.Create Navigation Set

2.Create Workspace (optional)

3.Create Profile (associate Navigation Set and Workspace with the Profile) 4.Create Staff Account (associate Profile with the Staff Account)

QUESTION 5

After an implementation of a Chinese Knowledge base, yourcustomer notices there are somesearch terms that are not found when searching through the knowledgebase under any use case.

You have verified that there are answers for the search terms being searched, but you also verify that answers are not being returned correctly.

Identify the configuration change you would make to mitigate this problem.

A. Update the answer keywords

B. Verify that all selections of the target answer(s) contain the search terms you\\'re looking for.

C. Create hidden div tags inside the answer\\\'s question section to promote the matching of a given target search term that isn\\\'t being matched.

D. Create entries for the word and its syntax in the dictionary file.

E. Create alias and thesaurus entries with the correct target search terms.

Correct Answer: E