1Z0-465^{Q&As}

Oracle RightNow CX Cloud Service 2012 Essentials

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QUESTION 1

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

QUESTION 2

Which example requires the use of a one to many, parent child custom object application?

A. Your customer wants to keep track of the end customer\'s Customer identification Number

B. Your customer has stated that they want to report on end customers that have similar attributes.

C. Your customer has stated that they want to track when end customers are contacted by sales associates.

D. Your customer wants to keep track of all the cars the end customers drive.

Correct Answer: D

Explanation: One single customer may use many cars.

QUESTION 3

Your customer wants to put the information in the "answer" section of their knowledgebase article as more important than the information in the "subject" section.

What two system configuration settings can be modified to increase the value of the phrases in the "answer" versus the "subject" during a search from either customer portal of the agent desktop?

A. SRCH_ATTACH_WEIGHT

B. SRCH_SUBJECT_WEIGHT

C. SRCH_BODY_WEIGHT

D. SRCH_KEY_WEIGHT

E. SRCH_PROD_WEIGHT

F. SRCH_CAT_WEIGHT

G. SRCH_DESC_WEIGHT

Correct Answer: BC

QUESTION 4

Your customer wouldlike you toalter the createaccount page.

```
1. <form id = "rn_CreateAccount" onsubmit = "return false;">
2.        <div id= "rn_ErrorLocation"> </div>
3.        <rn:Widget path= "Input/FormInput" name = "contacts.email"
          required = "true" validate_on_blur = "true" initial_focus = "true"/>
4.        <rn:widget path = "Input/FormInput" name = "contacts.login" required = "true" validate_on_blur = "true">
5.        <rn:condition config_check = "RNW_UI:EU_COST_PASSWD_ENABLED = = true">
6.        <rn:widget path = "input/FormInput" name = "contacts.password_new"/>
7.        <rn:widget path = "input/FormInput"
          Name = "contacts.password_veirfy"/>
8.        </rn:condition>
9.        <rn:widget path = "input/ContactNameInput" required = "true"/>
10.       <rn:wisget path = "input/CustomAllInput" table = "contacts"
          Always_show_mask = "true"/>
11.       <rn:widget path "input/FormSubmit"
          Label_button = "#rn:msg CREATE_ACCT_CMD#" on_success_url = "/app/account/overview"
          Error_location = "rn_ErrorLocation"/>
12. </form>
```

They would like you to changethe followingItems:

Custom fields: (display only these two fields) Contacts.free_trial (Not Required) Contacts.contact_okay (Not required)

Standard fields: Contact.email_alt1(Required) Contacts.email_alt2(Not required) Contacts.ph_mobile(Not required) Contacts.ph_home(Required) Name (Not required)

Identify the option thatcorrectlyreflects the changesrequested by the customer.

A.
```
<form id= "rn_CreateAccount" onsubmit= "return false;">
        <div id = "rn_ErrorLocation"> </div>
        <rn:widget path "Input/FormInput" name = "contacts.email"
Validate_on-blur = "true" required = "true" initial_focus = "true"/>
        <rn:widget path "input/FormInput" name = "contacts.email_alt1"
Validate_on_blur = "true" required = "true" initial_focus = "false"/>
        <rn:widget path = "input/FormInput" name = "contacts.email_alt2"
Required = "false" validate_on_blur = "true" initial_focus = "false/">
<rn:widget path = "input/FormInput" name = "contacts.login"
Required = "true" validate_on_blur = "true"/>
        <rn:condition_config_check = "RNW_UI:EU_CUST_PASSWD_ENABLED = =
true">
        <rn:widget path = "input/FormInput" name = "contacts.password_new">
        <rn:widget path = "input/FormInput"
Name = "contacts.password_verify" />
<rn:widget path= "input/Form/Input" name "contacts.pg_home" required = "true"/>
<rn:widget path = "input/FormInput" name = "contacts.ph_mobile"/>
</rn:condition>
<rn:widget path = "Input/ContactNameInput"/>
<rn:widget = path = "input/FormInput" name = "contacts.c$free_trial"
Required = "false"/>
        <rn:widget path "input/CustomAllInput" table = "contacts"
always_show_mask "true"/>
        <rn:widget path = "input/FormSubmit">
Label_button = "#rn:msg: CREAT_ACCT_CMD#" on_success_url =
"/app/account/overview"
Error_location = "rn_ErrorLocation"/>
</form>
```

B.
```
<form id = "rn_CreateAccount" onsubmit = "return false:">
        <div id "rn_ErrorLocation"> </div>
        <rn:widget path = "input/FormInput" name = "contacts.all_email"
Validate_on_blur = "true" required = "true" initial_focus = "true"/>
        <rn:widget path = "input/FormInput" name = "contacts.login"
Required= "true" validate_on_blur = "true"/>
        <rn:condition config_check = "RNW_UI: EU_CUST_PASSWD_ENABLED = = true">
        <rn:widget path = "input/FormInput" name = "Contacts.password_new"/>
<rn: path = "input/FormInput"
Name = "contacts.password_verify"/>
<rn:widget path = "Input/FormInput" name = "contacts.ph_home" required = "true"/>
<rn:widget path = "input/FormInput" name = "contacts.ph_mobile" />
        </rn:condition>
<rn:widget path"input">
<rn:widget path = "input/FormInput" name = "contacts.c$free_trial" required = "false"/>
<rn:widget path = "input/FormInput" name = "contacts.c$free_trial" required = "false"/>
<rn:widget path = "input/FormInput" name = "contacts.c$contact_okay"
Required = "false">
/*
<rn:widget path = "input/CustomAllInput" table = "contacts" always_show_mask = "true"/>
*/
        <rn:widget path = "input/FormSubmit">
Label_button = "#rn:msg: CREATE_ACCT_CMD#" on_success_url= "/app/account/overview"
Error_location = "rn_ErrorLocation"/>
</form>
```

C.
```
<form id = "rn_CreateAccount" onsubmit = "return false;">
        <div id = "rn_ErrorLocation"> </div>
        <rn: widget path = "input/FormInput" name = "contacts.email">
Validate_on_blur = "true" required = "true" initial_focus = "true"/>
        <rn:widget path = "input/FormInput" name "contacts.email_alt1"
Validate_on_blur = "true" required = "true" initial_focus = "false"/>
<rn:widget path "input/FormInput" name = "contacts.email_alt2"
Required = "false" validate_on_blur = "true" initial_focus = "false"/>
<rn:widget path = "input/FormInput" name = "contacts.login"
Required = "true" validate-on_blur = "true"/>
        <rn:condition config_check = "RNW_UI:CUST_PASSWD_ENABLED = = true">
<rnwidget path = "input/ContactNameInput" required = 'false"/>
<rn:widget path = "input/FormInput" name = "contscts.password_new" />
<rn:widget path = "input/FormInput"
Name = "contacts.password_verify" />
<rn path = "input/FormInput" name = "contacts.ph_mobile" />
        </rn:condition>
<rn:widget path = "input/FormInput" name = "contacts.c$free_trial" required = "false" />
<rn:widget path = "input/FormInput" name = "contacts.c$contact_okay"
Required = "false" />
<rn:widget path = "input/FormSubmit' label_button = "#rn:msg:CREATE_ACCT_CMD#"
On_success_url = "/app/account/overview" error_location = "rn_ErrorLocation" />
</form>
```

D.
```
<form id = "rn_CreateAccount" onsubmit = "return false;">
        <div id = "rn_ErrorLocation"> </div>
        <rn:widget path = "input/FormInput" name = "contacts.email"
Validate_on_blur = "true" required = "true" initial_focus = "true" />
<rn:widget path = "input/textInput" name = "contacts.email_alt1"
Validate_on_blur = "true" initial_focus = "false" />
<rn:widget path = "inpu/textInput" name = "contacts.email_alt2"
Required = "false" validate_on_blur = "true" initial_focus = "false" />
        <rn:widget path = "input/FormInput" name "contacts.login"
Required = "true" validate_on_blur = "true" />
        <rn:condition config_check = "RNV_UI:EU_CUST_PASSWD_ENABLED = = true" >
<rn:widget path = "input/ContactNameInput" required = "true" />
<rn:widget path = "input/FormInput" name = "contacts.password_new" />
<rn:widget path = "input/FormInput" name = "contacts.password_verify" />
<rn:widget path = "input/FormInput" name = "contacts.ph_home" required = "true" />
<rn:widget path = "input/FormInput" name = "contacts.ph_mobile" />
        </ rn:condition>
<rn: Widget path = "input/textInput" name = "Contacts.c$free_trial" required = "true" />
<rn:widget path = "input/FormSubmit">
Label_button = "#rn:msg:CREATE_ACCT_CMD#" on_success_url = "/app/account/overview"
Error_location="rn+ErrorLocation" />
</form>
```

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: C

Explanation: contacts.email_alt1 OK.

contacts.email_alt2 OK.

Contacts.contact_okay OK.

Etc.

Incorrect:

Not A:Contacts.contact_okaynot specified.

Not B:contacts.email_alt1, contacts.email_alt2 not specified.

Not D:Contacts.contact_okaynot specified.

QUESTION 5

Which are two true statements about chat surveys?

A. You can create a chat rule to email a transactional survey to the customer at the end of a chat.

B. Sending a link to a survey can only be done by the agent during or at the end of chat.

C. You can create a chat rule to pop up a transactional survey at the end of a chat.

D. When displaying a link to a chat survey, customer information cannot be linked back to the chat.

Correct Answer: AC

Note: *Chat Surveys Oracle RightNow Chat Cloud Service facilitates real-time chat sessions between your agents and customers visiting your Website. Completion of a chat session is a prime time to gather feedback measuring the effectiveness of the chat channel and to gain deeper insight into your online customer experience. Configurable chat business rules enable you to present customers with a Website link survey when the chat session is complete or when the chat is canceled(C). A transactional survey may also be e-mailed to the customer after the chat is completed instead of "popping" the survey to the screen.(A)

*As part of the Oracle RightNow CX Cloud Service solution, there are at least 11 different ways to listen to your customers: transactional surveys, broadcast surveys, Website link surveys, chat surveys, voice surveys, surveys by proxy, answer feedback, site feedback, social monitor, support community, innovation community, and periodic review of incidents.