1Z0-465^{Q&As}

Oracle RightNow CX Cloud Service 2012 Essentials

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QUESTION 1

Select the six actions that initiate the business rules engine to run its configured logic.

A. A customer asks a question on the end user portal.

B. An agent edits contacts, incidents, organizations, or tasks.

C. A customer updates their contact details via the end-user pages.

D. An agent edits an opportunity.

E. The rules engine is updated.

F. A customer adds more information to their incident via the end-user pages

G. An agent creates or edits an answer.

H. An administrator compiles the rules engine.

Correct Answer: ABCDFG

Not E, not H: changes to the rules engine itself does not initiate the business rules engine.

QUESTION 2

In a Customer Portal design session, the customer explains to you that they have multiple brands, and that they have multiple websites to reflect these brands.

After reviewing the sites with the customer, you notice that each of the sites contain the same layout and content, but has different colors and branding, such as logos.

Which option allows for a consistent layout and dynamic branding?

A. Use a single theme across all Customer Portal pages, and implement templates dynamically.

B. Do not use a template, and implement themes dynamically.

C. Do not use a theme, and implement templates dynamically.

D. Use a single template across all Customer Portal pages, and implement themes dynamically.

Correct Answer: D

QUESTION 3

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 4

In which two sections of the Customer Portal is the Guided Assistance widget available for end customers?

A. Ask a Question

B. The answers list page only

C. Any page the customer wants it placed

D. The answers detail page

E. The popular answers list page

F. They are only available when using smart assistant

Correct Answer: CD

Note:

*For customers, Oracle RightNow Guided Assistance Cloud Service provides these benefits:

/It can be positioned where customers need help--on a Web page or in an answer. /Guides can be deployed in multiple locations across your Website. /Guides can be delivered on a PC or any Web-enabled mobile device with a modern

JavaScript-enabled browser.

*Customers can access Oracle RightNow Guided Assistance Cloud Service via a link on either Oracle RightNow Customer Portal Cloud Service or another Web page. To assist consumers, the guides created with Oracle RightNow Guided

Assistance Cloud Service can be embedded in answers and include links to chat and other communication channels. Agents can access Oracle RightNow Guided Assistance Cloud Service whether they\'re serving customers via phone, chat,

or e-mail. Agents can then include guides (which can be triggered by workspace rules) and related answers in chat and e-mail responses. With Oracle RightNow Customer Portal Cloud Service, it\'s easy for agents to find the most appropriate

guide.

QUESTION 5

Your customer has a single Service level Agreement and applies the service Level Agreement called Reseller when a contact is a reseller of their services.

These end customers often have their own ticketing system, and in order to capture the reseller\'s ticket number, the customer has requested that their Ask page be upgraded to include an External Ticket Number custom field only when the logged in contact has a Service level Agreement that only a reseller would have.

Which two widgets or tags are used to complete your customer\'s request?

A. Use the "Conditional" tag with an "sla" attribute.

B. Use the "FormInput" widget.

C. Use the "FormInputCustom" widget.

D. Use the "FormSubmit" widget.

E. Use the "Field" tag with the "name" attribute.

Correct Answer: AE