



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

Select the two statements that describe reasons why you would link products to categories.

- A. It simplifies reporting on answers and incidents products and categories
- B. It allows filtered product and category lists when creating answers
- C. It allows filtering of product and category menus on customer portal pages
- D. It allows filtering of product and category menus on incident workspaces

Correct Answer: C

Explanation: If your organization has large numbers of categories or dispositions, staff members and customers must review long lists of menu items to find appropriate options.

You can simplify their choices with product linking.

When products are linked to categories, only the linked categories are displayed when customers select products on the customer portal or when staff members select products while working on incidents. When products are linked to

dispositions, only the linked dispositions are displayed when agents select products for incidents. Product linking is a powerful tool for enhancing efficiency for both staff members and customers. Product-category linking is independent of

product-disposition linking, so you can enable one or the other or both.

QUESTION 2

Within the password configuration settings what does the grace period control?

- A. The number of days after an account is locked when the user can request an online reset of his password
- B. The number of days a notice is sent to the user before his password expires
- C. The number of days after a password expires that the user can still log in before the account is locked
- D. The number of days before a manager is noticed of a locked account

Correct Answer: C

Explanation: Grace period after expiration before account is locked.

QUESTION 3

Identify the three options available on the deployment screen in customer portal.

- A. Rollback
- B. Stage



- C. Develop
- D. Production
- E. Promote

Correct Answer: ABE

QUESTION 4

When using standard reports within the Analytics module there is a limit to what can be edited in each report.

Select the two items that are editable on a standard report.

- A. Schedules
- B. Report Heading
- C. Non Selectable Filters
- D. Column Headings
- E. Graphs
- F. Permissions

Correct Answer: AB

Explanation: A: chooseEdit ReportDefinition

In edit mode, on the Home tab, choose Scheduling.

?Choose Add Schedule, and then change the format to HTML Email (Images/Charts sent in email)

?Name the schedule, fill in your e-mail address, and set the recurrence to weekly.

?Save your report.

QUESTION 5

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

[Latest 1Z0-465 Dumps](#)

[1Z0-465 PDF Dumps](#)

[1Z0-465 Braindumps](#)