



# 1Z0-325<sup>Q&As</sup>

Oracle RightNow Cloud Service 2016 Implementation Essentials

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### QUESTION 1

You want to find all Message Base entries that include the two words "create" and "incident." Which is the correct format for your search in the KEY field?

- A. create%incident
- B. %create% | %incident%
- C. %create incident%
- D. %create% and %incident%
- E. %create%incident%

Correct Answer: A

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### QUESTION 2

Your client wants to provide users with an Overview Answer that contains links to drill down to more detailed information if the user is interested.

The drilldown Answers should not be included in any search results.

How should the drilldown Answers be configured so that they can be linked to, but won't be displayed in search results?

- A. Set the Access Level to "Help" for the drilldown Answers and save them with a Public status.
- B. Save the drill-down Answers with a Draft status.
- C. Create a special Public status named "Hidden". Save the drill-down Answers with the "Hidden" status.
- D. Enter the drilldown information as Conditional Sections of the Overview Answer. Set the Access Level for those Conditional Sections to the "Help" Access Level. Save the Answer with a Public status.

Correct Answer: D

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### QUESTION 3

Your client wants to allow the Administrator and Limited Administrator profiles to prevent user timeout until 60 minutes of inactivity. All other user profiles should be logged out after 15 minutes.

Which two steps must be performed to configure this? (Choose two.)

- A. Set the Session Timeout field to 3600.
- B. Set the Session Timeout field to null.
- C. Set the Session Timeout field to 60.



- D. Set the SESSION\_MANAGEMENT\_ENABLED Configuration Setting to Enabled.
- E. Set the SESSION\_MANAGEMENT\_ENABLED Configuration Setting to Disabled.
- F. Set the CLIENT\_SESSION\_EXP field to 60.

Correct Answer: AD

#### QUESTION 4

To manage widgets, you need to access the menu link "Widgets" on the Customer Portal Admin page shown in the picture below:



Select three answers that match the options you expect to see when you click Widgets. (Choose three.)

- A. Widgets details
- B. Create a new widget
- C. Browse widgets
- D. Change widget version
- E. Syndicated widgets

Correct Answer: BCE

#### QUESTION 5

Your customer is using standard statuses, status types, and the standard agent "My Inbox" report.

Which two incident status types will show up in the agent's "My Inbox" report? (Choose two.)

- A. Solved
- B. Unresolved
- C. Waiting
- D. Updated

Correct Answer: CD