



1Z0-325^{Q&As}

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QUESTION 1

An incident needs to be assigned manually to an agent who is not listed on the assignment field menu. Which three options do you need to verify so that the agent's name is displayed? (Choose three.)

- A. Check if a business rule is removing the agent's name from the assignment field.
- B. Check if the agent has an active (not disabled) user account.
- C. Verify if a workspace rule is hiding the agent's name from the assignment field menu.
- D. Verify in the agent's profile if the option "Appear in Menus" is selected.
- E. Verify that the agent is part of a distribution list.

Correct Answer: BCE

QUESTION 2

Your customer has two types of end customers that will be visiting their knowledgebase website: public customers and registered customers.

They would like to present additional knowledgebase answers to the registered customers.

Choose the three statements required to set up this type of environment. (Choose three.)

- A. Create a special public answer status for the registered customer answers.
- B. Ensure registered customers sign in to the knowledgebase website.
- C. Set up an access level without customer visibility and assign it to the registered customer answers.
- D. Create special Products and Categories for the registered customer answers.
- E. Set up an access level without customer visibility and assign it to all the customer answers.
- F. Ensure each registered Customer has the correct service level with this access level assigned to their account.

Correct Answer: BCF

QUESTION 3

Your customer wants agents to respond to specific product questions in a uniform manner.

They interact with their customers through the customer portal, chat, and email. Some of the responses can be automated, so you set these responses as standard text.

Which three standard text types can you use? (Choose three.)

- A. Category Text



- B. Chat URL
- C. Incident Text
- D. Chat Text
- E. Product Text
- F. Answer Text
- G. Rule Text
- H. End User Text

Correct Answer: AEG

QUESTION 4

Select two true statements about chat. (Choose two.)

- A. Before you can delete a chat session queue that is used in a business rule, you must first edit the rules so they no longer use the queue.
- B. A guided assistance control is not available in a custom chat workspace.
- C. To maintain all chat records, change the agedatabase setting CHATS_PURGE_DAYS to 0.
- D. Variables cannot be used.
- E. If the transfer option is enabled, a chat can be transferred to a queue or another agent.

Correct Answer: DE

QUESTION 5

Identify the four guidelines that are relevant with regard to web accessibility. (Choose four.)

- A. Ensure all alternate text is unused.
- B. Provide multiple methods for finding content.
- C. Ensure no underlined content exists.
- D. Avoid background sound.
- E. Support increased text sizes.
- F. Ensure color alone is not used to convey content.

Correct Answer: BDEF



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