



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

Oracle RightNow Cloud Service 2016 Implementation Essentials

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### QUESTION 1

Your customer wants to use a single workflow for all profiles and has asked you to create a workflow that follows different workflows for different agents based on profile.

Your workflow starts with a script to identify the type of record the agent will be working on before it can split into different workflows.

Which two items enable you to accomplish this? (Choose two.)

- A. Connector Events
- B. Decision Object
- C. Named Event
- D. Connector Condition
- E. Set Field

Correct Answer: AC

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### QUESTION 2

Your customer has asked you to fulfill a list of requirements for their incident workspace.

The customer has explained that the following constraints will be in place:

Requirements:

They have asked that no customization be part of the new workspace.

Identify three requirements that are met using standard product features within the workspace. (Choose three.)

- A. After the product has been set in the workspace, open up the applicable tab automatically for the agent to view.
- B. Create tabs for each product linking to the product information page on the customer's website.
- C. Capture the Last and First names from the email text and map them to `contacts.last_name` and `contacts.first_name` fields.
- D. Capture the "Product" field from the email and populate the product in the `incidents.prod_id` field.
- E. Create a tab with "Risk Management" data consisting of custom fields and custom object data, and hide it from all standard agents.

Correct Answer: ABD

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### QUESTION 3



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

- A. The answers detail page. Ask a Question
- B. The answers list page only
- C. Any page the customer wants it placed
- D. The popular answers list page
- E. They are only available when using smart assistant.

Correct Answer: AD

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#### QUESTION 4

When an agent handles a product return incident, they require the ability to go through a series of questions to determine the appropriate answer/response.

You determine this would best be solved using guided assistance which is automatically launched when a specific category is selected by an agent.

Which three steps are required to implement this solution? (Choose three.)

- A. Create a guide that takes the agent step by step to the relevant answers that the agent needs for a product return.
- B. Add the guide to an answer in the answer workspace.
- C. Add a workspace rule that has a trigger for when a Guide is Finished.
- D. Add an Answer Display Control to the incident workspace.
- E. Add a Guided Assistance Control to the incident workspace.
- F. Create a workspace rule that invokes a guide based on "a field has a certain value."
- G. Create a business rule that starts a guide.

Correct Answer: BDF

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#### QUESTION 5

Your customer has linked products and dispositions together on their site. On the agent's incident workspace the list of dispositions is not being filtered.

Select the two actions that will assist in troubleshooting this issue. (Choose two.)

- A. The client has not refreshed the incident in the incident workspace.
- B. The incident workspace does not have a filter workspace rule assigned.
- C. Your customer's agents must log out and log back in.



D. The Auto-Build product-disposition links is not selected.

E. The enable product-disposition linking is not selected.

Correct Answer: CE

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