



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

Oracle RightNow Cloud Service 2016 Implementation Essentials

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### QUESTION 1

Your customer has asked you to create a report that shows all incidents opened within the past month. The report should show the following columns:

Which two functions are needed in the expressions to create the three columns? (Choose two.)

- A. NVL
- B. AVG
- C. IF
- D. DECODE
- E. SUM

Correct Answer: BE

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### QUESTION 2

Which incident field is designed to be used by your customer to standardize tracking of how incidents are resolved?

- A. SLA Instance
- B. Response Message
- C. Severity
- D. Disposition
- E. Source

Correct Answer: D

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### QUESTION 3

You have set up a business rule auto response with standard text to send an email to customers when they select specific categories while asking a question on the customer portal page.

When you activate the new business rule, your standard text for the email starts showing up with the Smart Assistant responses on the customer portal when a customer is submitting a question.

How do you resolve this?

- A. Update the business rule that sends the auto response to "If Incidents.category not equal Smart Assistant."
- B. Change the business rule that creates the Smart Assistant Response to "If Incident.Source equals Ask a Question."
- C. Change the business rule that creates the auto response to "If Incident.Source equals Ask a Question."



D. Change the business rule that creates the auto response to "If Incident.source equals Ask a Question or Incident.Source equals Smart Assistant on Ask a Question."

E. Change the business rule that creates the Smart Assistant Response to "If Incident.Source equals Smart Assistant on Ask a Question."

Correct Answer: A

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#### QUESTION 4

Your customer has two different types of end customers that will be visiting their knowledgebase: free account and paid account.

They would like to present additional content inside the knowledgebase answers for paid account customers.

Choose two items that are required to set up this type of environment. (Choose two.)

- A. Assign both access levels to the answer access level.
- B. Create a conditional section with the answer and select an access level without interface visibility.
- C. Assign the access level without interface to the answer.
- D. Create an access level without interface visibility.
- E. Create a conditional answer status and assign it to the answers.
- F. Create a conditional section with the answer and select an access level with interface visibility.

Correct Answer: AF

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#### QUESTION 5

You are creating several new standard text entries and want to use variables in your standard text.

What is the difference between "Variable" and "\$"?

- A. \$ allows the agent to enter a value and Variable is a fixed value.
- B. \$ pulls in a dynamic value from the database and Variable allows the agent to enter a value.
- C. Variable is a fixed value and \$ pulls in a dynamic value from the database.
- D. Variable pulls in a dynamic value from the database and \$ allows the agent to enter a value.
- E. Variable pulls in a dynamic value from the database and \$ is a fixed variable.

Correct Answer: B