



1Z0-325^{Q&As}

Oracle RightNow Cloud Service 2016 Implementation Essentials

Pass Oracle 1Z0-325 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.passapply.com/1z0-325.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

Your customer has single Service Level Agreement and applies the Service Level Agreement called Reseller when a contact is a reseller of their services.

These end customers often have their own ticketing system, and in order to capture the reseller's ticket number, the customer has requested that their Ask page be updated to include an External Ticket Number custom field only when the logged in contact has a Service Level Agreement that only a reseller would have.

Which two widgets or tags are used to complete your customer's request? (Choose two.)

- A. Use the "FormInput" widget.
- B. Use the "Conditional" tag with an "sla" attribute.
- C. Use the "FormInputCustom" widget.
- D. Use the "FormSubmit" widget.
- E. Use the "Field" tag with the "name" attribute.

Correct Answer: BE

QUESTION 2

Your customer runs a 24/7 call center and has a policy stating that incidents that aren't solved by the end of an agent's shift should be moved out of that agent's inbox to be worked by another active agent.

Which two actions will accomplish this? (Choose two.)

- A. The agent does a multi-edit update for all incidents in their inbox and changes the assigned field to null.
- B. The agent reassigns each incident to another agent before they log off.
- C. Add a business rule that when an agent logs out, the Assigned field should be set to null for any unresolved incidents for that agent.
- D. Create a workspace rule that sets the Assigned field to null when an agent logs out.

Correct Answer: BC

QUESTION 3

You want to implement a privileged list of answers on the customer portal but answers with the Access Level you have created are showing up for all customers.



What change can you make with the Answer Access Level shown to make it function correctly?

- A. There are too many access levels. One of those needs to be removed.
- B. The access level being created should not have the "Visible" check box selected.
- C. Nothing is wrong with the configuration set on the picture, so no changes are needed.
- D. Only the label of the access level needs to be inserted and then saved.

Correct Answer: B

QUESTION 4

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

QUESTION 5

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

[1Z0-325 VCE Dumps](#)

[1Z0-325 Study Guide](#)

[1Z0-325 Exam Questions](#)