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Oracle RightNow Cloud Service 2016 Implementation Essentials

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QUESTION 1

Your customer was reviewing published answers in their knowledgebase.

They noticed that several of the answers had irrelevant answers listed in the "Answers others found helpful" section of the answer detail page.

What step is required to eliminate the individual irrelevant answers?

- A. Block the irrelevant answers from Learned Links.
- B. Remove the related answers widget from the Customer Portal page.
- C. Remove the irrelevant answers from manually related answers.
- D. Delete the irrelevant answers from Sibling Answers.

Correct Answer: A

QUESTION 2

Your customer has asked you to create a report that will need to be sent to the executive management.

None of the recipients of this report has access to the system, and the same monthly report should be delivered to all recipients.

The management team frequently changes and your customer does not want to alter the report schedule after configuration.

After creating the report what two additional steps need to be taken? (Choose two.)

- A. Update the permissions for the report to include the executive team.
- B. Create a dashboard for the report.
- C. Create and add the distribution list to the schedule.
- D. Set up staff accounts for the executive team.
- E. Send a notification to the executive team that the report is available.
- F. Create a schedule record for the report.

Correct Answer: AB

QUESTION 3

Your customer would like supervisors to use a Multi-Edit workspace when updating incidents for their agents.



Which four fields are available for edit on the incident Multi-Edit workspace? (Choose four.)

- A. Assigned. Queue
- B. Organization
- C. Channel
- D. Email Address
- E. Post code
- F. Language

Correct Answer: BCDF

QUESTION 4

Your customer would like to automatically create incidents for any comments created on Social Media sites.

Which two Social Media options are available to create incidents in Oracle Service Cloud? (Choose two.)

- A. Google Plus Comments
- B. Instagram Comments
- C. Facebook Public Personal Page Comments
- D. Twitter Public Comments
- E. YouTube Comments
- F. Twitter Private Messages
- G. Facebook Fan Page Comments

Correct Answer: CD

QUESTION 5

Identify the seven data types that are available as custom fields. (Choose seven.)

- A. Multi Select Menu
- B. Float
- C. Menu
- D. Text Field
- E. Date/Time
- F. Currency



G. Date Field

H. Text Area

I. Integer

J. Yes/No

Correct Answer: CDEGHIJ

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