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QUESTION 1

Your customer has team leads who are responsible for creating business rules and managing staff accounts.

However, they should not be allowed to create or modify any profiles.

Which two options can be used to configure the Navigation Set for these team leads? (Choose two.)

- A. Add the Configuration items of Rules and the Staff Account by Group report into the Home Tab and remove the default Navigation Set.
- B. Keep the default Configuration Items in the Navigation Set and let the profile handle this.
- C. Create a navigation set that only has "Rules" and all "Staff Management" items in the Navigation Set.
- D. Add the Configuration items of Workspaces/ Workflows, Rules and the Staff Account by Group report into the Home Tab and remove the default Navigation Set.

Correct Answer: CD

QUESTION 2

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 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

QUESTION 4

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

QUESTION 5

Your client has VIP customers (all of which have a custom contact field of VIP set to 'Yes'). They want to offer these customers a higher priority service on Chat.

You intend to do this with a VIP queue.

Which three steps do you also need to perform? (Choose three.)

- A. Set the Pull Policy to manual.. Create chat rules so that contacts with the VIP field set to 'Yes' are routed to the VIP queue.
- B. Add the VIP queue to the profile of the agents that are taking chats.
- C. Move the VIP queue to the top of the queue list.
- D. Create incident rules so that contacts with the VIP field set to 'Yes' are routed to the VIP queue.
- E. Create a rule to set an SLA.

Correct Answer: BCD



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