



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

Oracle RightNow Cloud Service 2016 Implementation Essentials

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### QUESTION 1

After an implementation of a Chinese knowledge base, your customer notices there are some search terms that are not found when searching through the knowledgebase under any use case.

You have verified that there are answers for the search terms being searched, but you also verify that answers are not being returned correctly.

Identify the configuration change you would make to mitigate this problem.

- A. Update answer keywords
- B. Verify that all sections of the target answer(s) contain the search terms you're looking for.
- C. Create hidden div tags inside the answer's question section to promote the matching of a given target search term that isn't being matched.
- D. Create entries for the word and its syntax in the dictionary file.
- E. Create alias and thesaurus entries with the correct target search terms.

Correct Answer: D

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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

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

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#### QUESTION 4

Your customer has a special business process where their agents will put incidents into a waiting status for a period of one week on a regular basis.

Your customer would like these incidents to remain in the waiting status until the agent has finished researching the incident(s).

Your customer does not want these incidents to close until 7 calendar days have passed.

Which configuration setting needs to be modified from its default value in order to prevent the system from closing the waiting incident automatically?

- A. PURGE\_DELETE\_INCIDENTS
- B. DORMANT\_INCIDENTS
- C. CI\_WAITING\_CALC\_DAYS
- D. CI\_HOURS
- E. MYQ\_REOPEN\_DEADLINE

Correct Answer: CD

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#### QUESTION 5

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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