



1Z0-325^{Q&As}

Oracle RightNow Cloud Service 2016 Implementation Essentials

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QUESTION 1

Identify the four guidelines that are relevant with regard to web accessibility. (Choose four.)

- A. Ensure all alternate text is unused.
- B. Provide multiple methods for finding content.
- C. Ensure no underlined content exists.
- D. Avoid background sound.
- E. Support increased text sizes.
- F. Ensure color alone is not used to convey content.

Correct Answer: BDEF

QUESTION 2

During requirements gathering, your customer determines that since they will be directing customers to the support pages from their website, they would like the default Home page to be removed.

Which three of the available options are required to complete this requirement? (Choose three.)

- A. Update the config verb CP_HOME_URL.
- B. Update the config verb CP_LOGIN_URL.
- C. Delete the home.php file from the customer portal site.
- D. Remove the "Home page" navigation option from the template file.
- E. Update the site.css file to remove references to the Home page.

Correct Answer: ADE

QUESTION 3

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

QUESTION 4

Select two true statements about chat. (Choose two.)

- A. Before you can delete a chat session queue that is used in a business rule, you must first edit the rules so they no longer use the queue.
- B. A guided assistance control is not available in a custom chat workspace.
- C. To maintain all chat records, change the agedatabase setting CHATS_PURGE_DAYS to 0.
- D. Variables cannot be used.
- E. If the transfer option is enabled, a chat can be transferred to a queue or another agent.

Correct Answer: DE

QUESTION 5

Your customer wants to set CI_HOURS to 720 but they don't want to notify customers when the incident status automatically changes.

Which Contact Email Message should be turned off?

- A. Incident Solved
- B. Incident Waiting
- C. Incident Closed
- D. Incident Unresolved
- E. Question Receipt
- F. Rule Email

Correct Answer: A

QUESTION 6



Your customer supports three different brands and needs to be able to send and receive emails using differently branded emails.

The end customers may not know that the three brands are supported by the same company or that the Oracle RightNow CX Cloud Service is being used.

Identify the three configurations that must be made to enable this requirement. (Choose three.)

- A. Use the custhelp.com email address as the Reply To address.
- B. Create three service mailboxes on the console, and use SMTP forwarding from your customer's mail server.
- C. Use SMTP Forwarding from your customer's mail server to the default service mailbox.
- D. Use the Friendly From/ Branded Address.
- E. Use your customer's branded email address as the Reply To address.

Correct Answer: BCE

QUESTION 7

You are updating the "Salesman" profile in a site where a new custom object has been created called CO.Salesman.

Your customer has requested their salesmen update records in this Custom Object from the agent desktop.

What two settings in the "Salesman" profile have to be updated to allow them this access? (Choose two.)

- A. Update the workspace for Opportunities.
- B. Add a workspace for the Salesman Custom Object.
- C. Add a custom report display Custom Object details.
- D. Custom Objects Tab: Select the Read check box for Package Name "CO" and Object Name "Salesman".
- E. Contacts Tab: Select the Edit check box for Sales.
- F. Custom Objects Tab: Select the Update check box for Package Name "CO" and Object Name "Salesman".
- G. Sales Tab: Select the Edit check box for Opportunities.

Correct Answer: EF

QUESTION 8

What is the maximum number of special characters that can be required in a password in addition to having lower and uppercase letters, two numbers, and a maximum character length of 10?

- A. 8
- B. 1



C. 6

D. 3

E. 5

Correct Answer: B

QUESTION 9

In which two sections of the Customer Portal is the Guided Assistance widget available for end customers? (Chose two)

- A. The answers detail page. Ask a Question
- B. The answers list page only
- C. Any page the customer wants it placed
- D. The popular answers list page
- E. They are only available when using smart assistant.

Correct Answer: AD

QUESTION 10

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



QUESTION 11

Your customer has asked you to fulfill a list of requirements for their incident workspace.

The customer has explained that the following constraints will be in place:

Requirements:

They have asked that no customization be part of the new workspace.

Identify three requirements that are met using standard product features within the workspace. (Choose three.)

- A. After the product has been set in the workspace, open up the applicable tab automatically for the agent to view.
- B. Create tabs for each product linking to the product information page on the customer's website.
- C. Capture the Last and First names from the email text and map them to `contacts.last_name` and `contacts.first_name` fields.
- D. Capture the "Product" field from the email and populate the product in the `incidents.prod_id` field.
- E. Create a tab with "Risk Management" data consisting of custom fields and custom object data, and hide it from all standard agents.

Correct Answer: ABD

QUESTION 12

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

QUESTION 13

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

QUESTION 14

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 15

You have been asked to configure an automatic email response to new incidents.

The email should be sent whenever an Incident is submitted with a category of "credit" and it should send a personalized credit letter to the customer.

Identify three items that are needed to support this requirement. (Choose three.)

- A. Send Receipt Email.
- B. Append Response Template to Notes Field.
- C. Send Email Response to Sender.
- D. Create a credit letter in Standard Text that uses variables for name and address.
- E. Escalate to Level Credit.



F. Email Incident Information.

G. Append Response Template to Response Field.

Correct Answer: CDG

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