

100% Money Back
Guarantee

Vendor:Oracle

Exam Code:1Z0-465

Exam Name:Oracle RightNow CX Cloud Service 2012
Essentials

Version:Demo

QUESTION 1

Within the password configuration settings what does the grace period control?

- A. The number of days after an account is locked when the user can request an online reset of his password
- B. The number of days a notice is sent to the user before his password expires
- C. The number of days after a password expires that the user can still log in before the account is locked
- D. The number of days before a manager is noticed of a locked account

Correct Answer: C

Explanation: Grace period after expiration before account is locked.

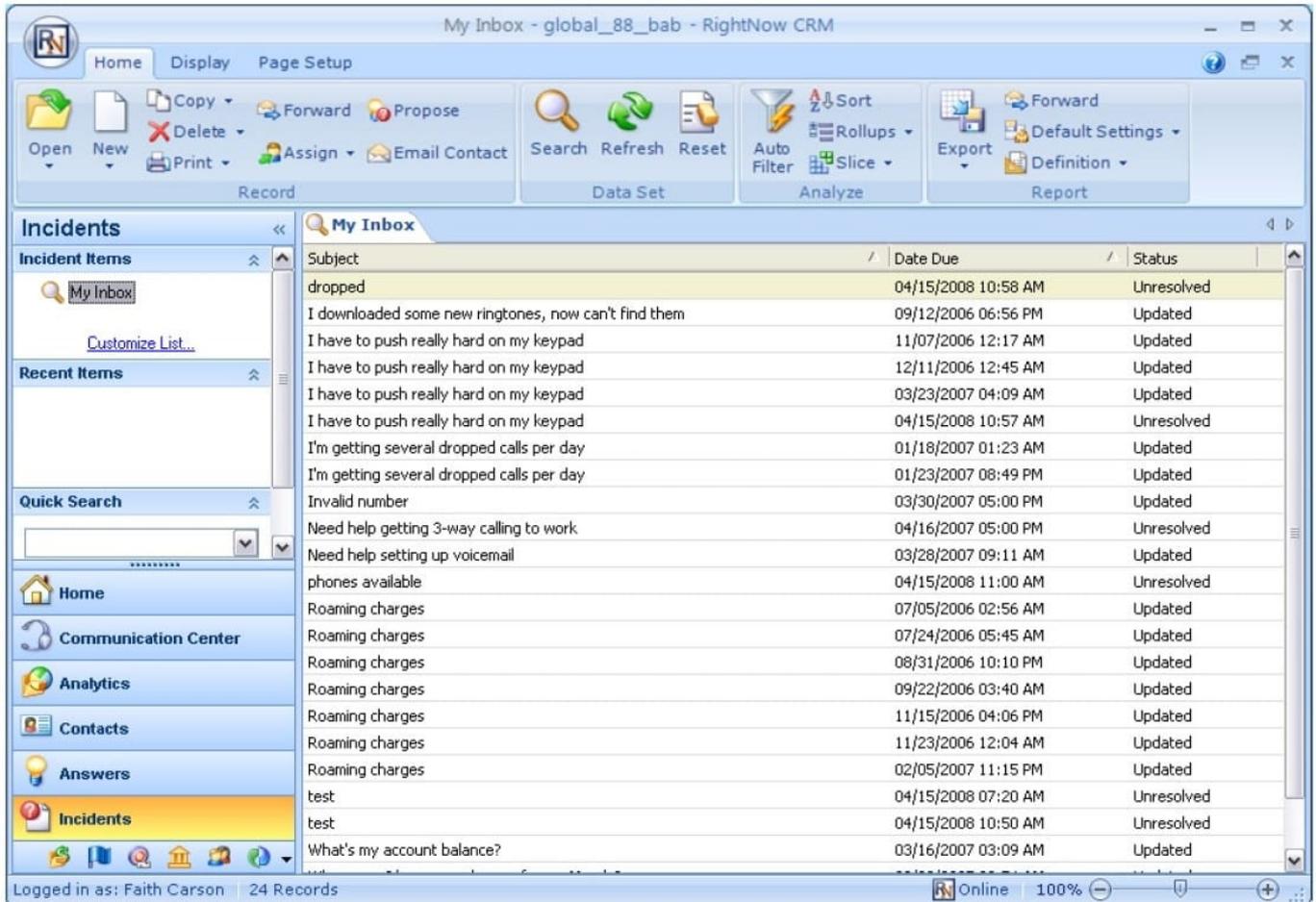
QUESTION 2

Your customer is using standard statuses, status types, and the standard agent "My Inbox" report. Which two incidentstatus types will show up in the agent's "My Inbox" report?

- A. Solved
- B. Unresolved
- C. Waiting
- D. Updated

Correct Answer: BD

Explanation: See figure below. Figure: My Inbox Report



Note:

*Inbox--An agent's personal queue consisting of all the incidents that have been assigned to the agent.

*Incidents can have one of the four default incident statuses, or they may have a custom status

defined by your RightNow administrator. The default statuses are Unresolved, Solved, Updated, and Waiting.

* Info:

Click this button to see details about the incident, including when it was created and last updated, the date when the initial response was due, the date of the initial response, the date of the last response, the closed date, the staff member

who created it, and the incident ID. If the incident is in a rules state or has an escalation level, that information also appears.

QUESTION 3

Your customer would like to have the default search report (Answers?omplexExpression Search Default) on their customer portal page altered with the following requirements.

They want the New and Update tags to be displayed for only 7 days. They want to display the Answer's score.

Identify the two options that will enable you to complete the requirements.

- A. Delete the exceptions for New and Updated.
- B. Unhide the computed score (solved) column.
- C. Change the variables for \$new and \$updated.
- D. Update the configuration settings of ANS_NEW_INC_DURATION and ANS_UPD_INC_DURATION.
- E. Insert the score (solved count) columns.

Correct Answer: DE

D: Specify how long an answer is displayed as new. ANS_NEW_INC_DURATION Specify how long an answer is displayed as updated. ANS_UPD_INC_DURATION

E:

*Both long-term and short-term solved counts are used to calculate the score.

*Score--A calculated value that ranks the order of displayed answers. An answer's score is determined by its solved count and any display position that was set when the answer was added or updated.

QUESTION 4

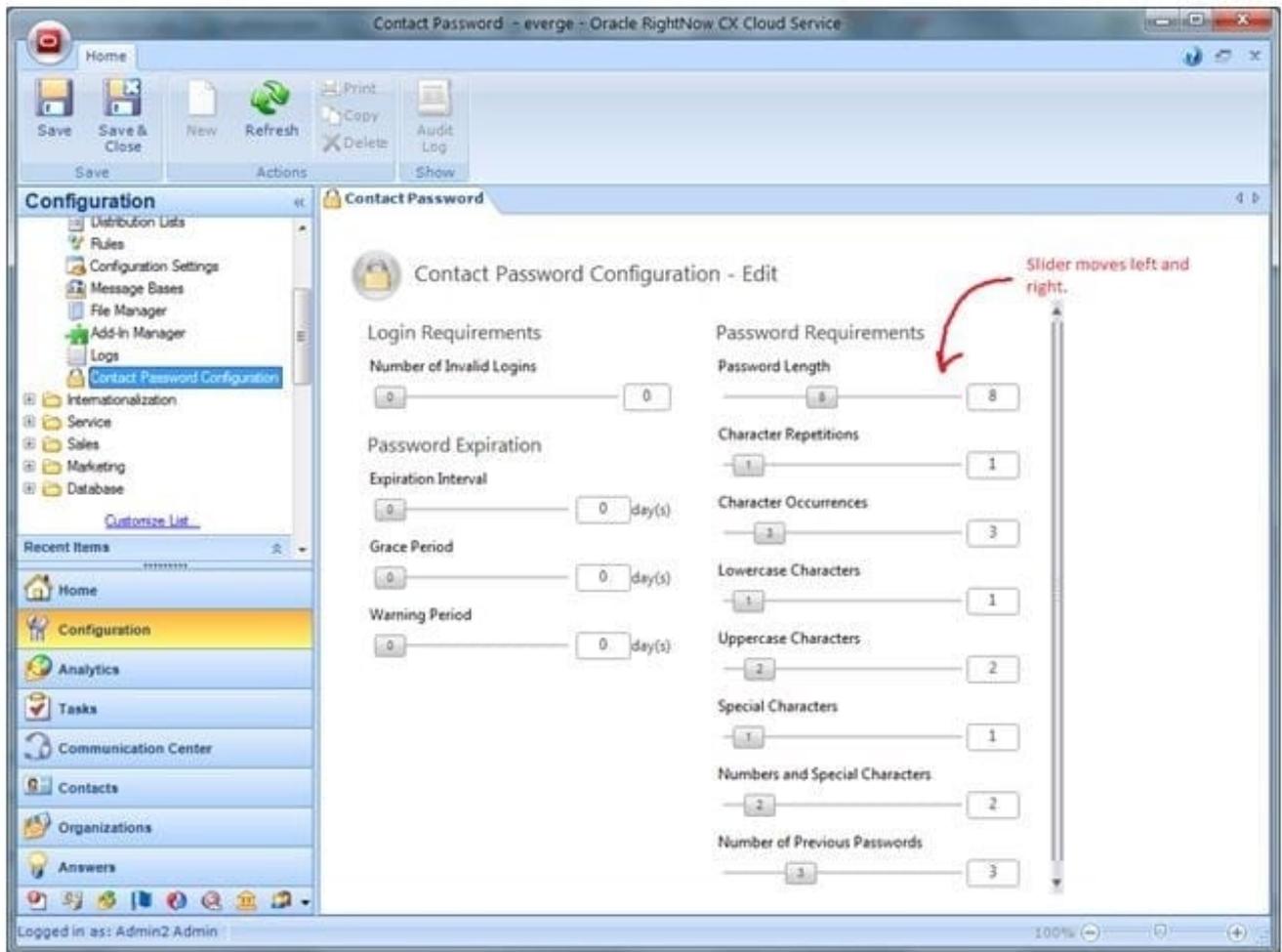
What is the maximum number of special characters that can be required in a password in addition to having lower and uppercase letters, two numbers, and a maximum character length of 10.

- A. 5
- B. 3
- C. 6
- D. 1
- E. 8

Correct Answer: C

Explanation: One lower case letter, one uppercase letter, two numbers. All the remaining characters can be required to be special characters.

Note: *



<http://blog.evergroup.com/wp-content/uploads/2013/03/RightNow-Config-2.jpg>

QUESTION 5

Your customer would like to classify their incidents by the hierarchy of services they provide, and will route customer web form incidents to agents according to the type of help selected and by service in the hierarchy.

Select the two statements that would satisfy these requirements.

- A. Use the product field to identify the services and the disposition field to identify the customer's incident type of help.
- B. Use the product field to identify the services and the category field to identify the customer's incident type of help.
- C. Use the product field to identify the services and an incident custom field to identify the customer's incident type of help.
- D. Use the category field to identify the customer's incident type of help, and an incident custom field to identify the services.

Correct Answer: BC

QUESTION 6

A customer wants to change the following text on the receipt and asksubmitpage:

"Thanks for submitting your question. Use this reference number for the follow up:

#120728-000001

A member of your support team will get back to you soon.

If you need to update your question and you already have an account, log in, click the Your Account tab, and select the question to open and update it."

Which two actions will allow you to identify the correct message base item if you do not know which message base you need to edit?

- A. Run a message base report and search for the text string you want to change.
- B. Identify the customer portal page that includes the text you want to change and identify the message base from within the code.
- C. Look for the message in the receipt email body.
- D. Submit an incident to customer care.

Correct Answer: AB

QUESTION 7

Identify which option describes a valid use of the disposition field.

- A. Describe the topic of knowledgebase answers
- B. Describe the classification of incidents
- C. The customer selected the nature of the question
- D. Describe the status of the customer question

Correct Answer: BD

Explanation: B: If agents are required to select from a certain subset of dispositions when solving incidents, you could create a workspace rule to make the Disposition field required and hide several of its items when incidents are set to Solved.

QUESTION 8

Which incident field is designed to be used by your customer to standardize tracking of how incidents are resolved?

- A. Response Message
- B. SLA Instance

- C. Severity
- D. Disposition
- E. Source

Correct Answer: A

Explanation: When you add an incident, you create a record of both the customer's question and your response, which can help your organization track how the incident is resolved.

QUESTION 9

Identify the three options available on the deployment screen in customer portal.

- A. Rollback
- B. Stage
- C. Develop
- D. Production
- E. Promote

Correct Answer: ABE

QUESTION 10

Your customer is going to have three brand-related incident queues.

They need to do an order routing of incidents created through an email channel to different queues.

Identify the correct options to configure your routing rules for initial routing.

- A. Create a rule to route to each brand queue from the corresponding service mailbox in the "progress" state.
- B. Create a rule where if a subject contains the brand name, it should be routed to a brand queue.
- C. Create a rule to route to each brand queue from the corresponding service mailbox in the "initial" state.
- D. Create a rule where the sender's domain = a branch, route the incident to the matching brand.

Correct Answer: C

QUESTION 11

Your customer was reviewing published answers in their knowledgebase.

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

What step is required to eliminate the individual irrelevant answers?

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

Correct Answer: D

Note: *A meta-answer is a collection of related answers that are all associated with the same products and categories. These related answers are called sibling answers, and that relationship is defined on the CX Console, not on the accessibility interface

QUESTION 12

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

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

Correct Answer: CD

Note:

*For customers, Oracle RightNow Guided Assistance Cloud Service provides these benefits:

/It can be positioned where customers need help--on a Web page or in an answer. /Guides can be deployed in multiple locations across your Website. /Guides can be delivered on a PC or any Web-enabled mobile device with a modern

JavaScript-enabled browser.

*Customers can access Oracle RightNow Guided Assistance Cloud Service via a link on either Oracle RightNow Customer Portal Cloud Service or another Web page. To assist consumers, the guides created with Oracle RightNow Guided

Assistance Cloud Service can be embedded in answers and include links to chat and other communication channels. Agents can access Oracle RightNow Guided Assistance Cloud Service whether they're serving customers via phone, chat,

or e-mail. Agents can then include guides (which can be triggered by workspace rules) and related answers in chat and e-mail responses. With Oracle RightNow Customer Portal Cloud Service, it's easy for agents to find the most appropriate

guide.