

100% Money Back
Guarantee

Vendor:Oracle

Exam Code:1Z0-325

Exam Name:Oracle RightNow Cloud Service 2016
Implementation Essentials

Version:Demo

QUESTION 1

Which two special characters can be used as wildcard values when searching for Key values in the configuration settings? (Choose two.)

- A. ^
- B. @
- C. !
- D. #
- E. \$
- F. %
- G. and
- H. *

Correct Answer: FH

QUESTION 2

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 3

Your client wants to bring all contact records from the old system into Oracle Service Cloud.

Every time a contact record is created, an email message is sent to notify this contact that a new account was created for them. The contacts do not want these notifications.

Because you are about to load a large number of contact records, which requirement is essential to prevent emails from being sent?

- A. A message template must be created to alert the user about this registration process.
- B. The message template "Finish Account Creation" must be switched off before the contacts are loaded.
- C. A new, temporary, business rule needs to be created to prevent the emails from being sent.
- D. Fake email addresses need to be placed instead of the correct one.

Correct Answer: B

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 customer has a complex workspace that has 60+ tabs, 100+ data fields, and over 200+ rules that are fired based on agent actions for their different business functions.

Your customer has told you that their workspace is painfully slow and the call center agents cannot do their work.

The customer would like to keep using a single profile for all their agents to simplify administration.

You have condensed many of the rules in the workspace into named events to try and speed things up, but on the call center agents' workstations it's still too slow.

Which three options will speed up the agents' workspace? (Choose three.)

- A. create workspace rules to hide unused tabs when the workspace loads
- B. utilize a single workspace per business function and assign it to the profile

- C. reduce the number of data fields on the workspace
- D. utilize workflow to split the workspace into more than one
- E. reduce the number of tabs that need to be rendered

Correct Answer: ADE

QUESTION 6

An agent starts a chat conference. What must the agent do to leave the conference open between the customer and a second agent?

- A. The original agent can exit the chat as soon as the new agent accepts the conference.
- B. The customer must agree to new agent.
- C. The original agent must transfer the lead role.
- D. The original agent cannot leave the conference without closing the chat.

Correct Answer: C

QUESTION 7

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 8

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 9

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 10

Your customer is using standard statuses, status types, and the standard agent "My Inbox" report.

Which two incident status types will show up in the agent's "My Inbox" report? (Choose two.)

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

Correct Answer: CD

QUESTION 11

Some chat agents need more time between chats. What are three ways to accomplish this? (Choose three.)

- A. Agent adjusts Stagger Incoming Chats (Seconds) in Options Communication Center.
- B. Administrator increases the wrap up time.
- C. Agents increases Max Chat sessions.
- D. Administrator sets chat workspace to close automatically after chat terminates.
- E. Agent declines a chat offered.

Correct Answer: ACD

QUESTION 12

Which three actions must be performed to be able to configure Social Monitor? (Choose three.)

- A. Set up a Social Monitor search schedule.
- B. Add or update a list of favorites.
- C. Add or update staff accounts to use profiles that include Social Monitor permissions.
- D. Add or update profiles to include permission to add Themes and Clustering.
- E. Add or update profiles to include Social Monitor permissions.
- F. Add or update navigation sets to include the Social Monitor navigation button and component.

Correct Answer: CEF