

# 1Z0-465<sup>Q&As</sup>

Oracle RightNow CX Cloud Service 2012 Essentials

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### QUESTION 1

Your customer has asked you to configure profiles for an Oracle RightNow CX Cloud Service Engine implementation.

Your customer's requirements:

There will be two queues.

All incidents will be pulled by the agents.

Delivery is based on the due date assigned to the incident.

No agent will be allowed to work on more than five incidents at a time.

Select two configurations needed to accomplish this.

- A. Set Pull Policy to Strict priority
- B. Set Pull Policy to First Due
- C. Set Pull Policy to Manual
- D. Set Pull Quantity to 5
- E. Set Inbox Limit to 5
- F. Set Pull Quantity to 2
- G. Set Inbox Limit to 2

Correct Answer: CD

Explanation: C: from scenario: All incidents will be pulled by the agents.

D: from scenario: No agent will be allowed to work on more than five incidents at a time.

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### QUESTION 2

Which are two true statements about chat surveys?

- A. You can create a chat rule to email a transactional survey to the customer at the end of a chat.
- B. Sending a link to a survey can only be done by the agent during or at the end of chat.
- C. You can create a chat rule to pop up a transactional survey at the end of a chat.
- D. When displaying a link to a chat survey, customer information cannot be linked back to the chat.

Correct Answer: AC

Note: \*Chat Surveys Oracle RightNow Chat Cloud Service facilitates real-time chat sessions between your agents and customers visiting your Website. Completion of a chat session is a prime time to gather feedback measuring the effectiveness of the chat channel and to gain deeper insight into your online customer experience. Configurable chat

business rules enable you to present customers with a Website link survey when the chat session is complete or when the chat is canceled(C). A transactional survey may also be e-mailed to the customer after the chat is completed instead of "popping" the survey to the screen.(A)

\*As part of the Oracle RightNow CX Cloud Service solution, there are at least 11 different ways to listen to your customers: transactional surveys, broadcast surveys, Website link surveys, chat surveys, voice surveys, surveys by proxy, answer feedback, site feedback, social monitor, support community, innovation community, and periodic review of incidents.

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### QUESTION 3

Your client has VIP customers (all of which have a custom contact field of VIP 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?

- A. 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. Set the Pull Policy to manual.
- D. Move the VIP queue to the top of the top queue list.
- E. Create incident rules so that contacts with the VIP field set to `Yes\` are routed to the VIP queue.
- F. Create a rule to set an SLA.

Correct Answer: ABD

Incorrect:

Not E: incident rules

Incident Rules are triggered when incidents are created or updated. You can use incident rules to notify staff when incidents are received, to automate an escalation, or to present end-users with SmartAssistant suggested solutions.

Not F: Setting a Service Level Agreement is not required here.

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### QUESTION 4

Your customer wants to implement a new business process. They have given you these requirements:

All contacts when created will have the contacts.c\$free\_trial custom field set to NO (default in no value).

All contacts will be added to organization = "Temp".

All contacts with contacts.c\$free\_trial = "Yes" will have an opportunity created that is assigned to "agent 1", with a status = "Lead" and territory = EMA?nited Kingdom.

Identify the three minimum rule types to be configured to meet the requirement.

- A. Chat Rules
- B. Contact Rules
- C. Incident Rule
- D. Opportunity Rules
- E. Organization Rules
- F. Survey Rules
- G. Task Rules

Correct Answer: BDE

**Explanation: B:Contact Rules** Contact Rules are triggered when contact records are created or updated. For example, you can use contact rules to automatically apply service level agreements (SLAs) or to set fields based on how the record is created or updated

**D:Opportunity Rules** Opportunity rules are triggered when a sales opportunity is created or updated. You can use opportunity rules to notify managers when a sales opportunity reaches a certain status in your sales cycle

**E:Organization Rules** Organization Rules are triggered when organization records are created or updated. For example, you can use Organization Rules to notify support staff or accounts receivable when an organization record is created or updated

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#### QUESTION 5

Your customer's agent is using the Co-Browse feature with an end customer who is using a Mac.

The Co-Browse is displaying an error and will not work. What action must the agent take to allow Co-Browse to work on Mac OS?

- A. Nothing, Co Browse is not supported for a Mac OS.
- B. Instruct the end customer to enable Java on their Mac.
- C. Have the customer clear their browser cache and try again.
- D. Have the customer use the IE browser.

Correct Answer: B

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#### QUESTION 6

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.

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#### **QUESTION 7**

View the exhibits.

### Exhibit A

AcId: 101907

#### Tables

Table	Alias	Join condition	Type
Accounts	accounts		
Incidents	incidents	accounts.acct_id = incidents.assign_acct_id	Outer

Logical Expression  
 incidents.status\_type = Unresolved

Join Filters

#### Level: Grid Report

#### Columns

Heading	Expression	Data Type	Description
Full Name	accounts.full_name	Text	
# Incidents	count(incidents.i_id)	Integer	

### Exhibit B

AcId: 101906

#### Tables

Table	Alias	Join condition	Type
Accounts	accounts		
Incidents	incidents	accounts.acct_id = incidents.assign_acct_id	Outer

#### Filters

Logical Expression: incidents.status\_type = Unresolved

Type	Name	Prompt	Expression	Operator	Value	Data Type
Fixed	incidents.status_type...	= Unresolved	incidents.status_type	equals	Unresolved	Menu

#### Level: Grid Report

#### Columns

Heading	Expression	Data Type	Description
Full Name	accounts.full_name	Text	
# Incidents	count(incidents.i_id)	Integer	

### Exhibit C

AcId: 101905

#### Tables

Table	Alias	Join condition	Type
Accounts	accounts		
Incidents	incidents	accounts.acct_id = incidents.assign_acct_id	Inner

#### Filters

Logical Expression: incidents.status\_type = Unresolved

Type	Name	Prompt	Expression	Operator	Value	Data Type
Fixed	incidents.status_type...	= Unresolved	incidents.status_type	equals	Unresolved	Menu

#### Level: Grid Report

#### Columns

Heading	Expression	Data Type	Description
Full Name	accounts.full_name	Text	
# Incidents	count(incidents.i_id)	Integer	



**Exhibit D**

AcId: 101908

**Tables**

Table	Alias	Join condition	Type
Incidents	incidents		

**Filters**

Logical Expression: incidents.status\_type = Unresolved

Type	Name	Prompt	Expression	Operator	Value	Data Type
Fixed	incidents.status_typ...	= Unresolved	incidents.status_type	incidents.status_type	equals	Unresolved Menu

**Level: Grid Report**

**Columns**

Heading	Expression	Data Type	Description
Full Name	incidents.assign_acct_id	Menu	
# Incidents	count(incidents.i_id)	Integer	

**Exhibit E**

AcId: 101909

**Tables**

Table	Alias	Join condition	Type
Accounts	accounts		
Incidents	incidents	accounts.acct_id = incidents.assign_acct_id	Inner

**Filters**

Logical Expression: incidents.status\_type = Unresolved AND incidents.assign\_acct\_id != No Value

Type	Name	Prompt	Expression	Operator	Value	Data Type
Fixed	incidents.status_typ...	= Unresolved	incidents.status_type	incidents.status_type	equals	Unresolved Menu
Fixed	incidents.assign_acct...	!= No Value	incidents.assign_acct_id	incidents.assign_acct_id	not equals	No Value Menu

**Level: Grid Report**

**Columns**

Heading	Expression	Data Type	Description
Full Name	incidents.assign_acct_id	Menu	
# Incidents	count(incidents.i_id)	Integer	

Your manager asks you to create a report that shows every Staff Account and how many open incidents have been assigned to them. Which report definition meets this criteria?

- A. Exhibit A
- B. Exhibit B
- C. Exhibit C
- D. Exhibit D
- E. Exhibit E

Correct Answer: C

Explanation: Use inner join.

**QUESTION 8**

Your customer wants agents to automatically receive an incident private note that explains how to handle specific

responses from customers.

These incidents would be identified by specific terms in the subject line.

Select three steps needed to accomplish this.

- A. Use an Incident Business Rule to append standard text to the uncommitted response buffer.
- B. Add a workspace rule that checks for identified terms in the subject line.
- C. Create Standard Text with instructions.
- D. Use an Incident Business Rule to append standard text to Customer Thread.
- E. Add the Standard Text as Private Note to Thread in the workspace rule.

Correct Answer: BCE

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#### QUESTION 9

In a Customer Portal design session, the customer explains to you that they have multiple brands, and that they have multiple websites to reflect these brands.

After reviewing the sites with the customer, you notice that each of the sites contain the same layout and content, but has different colors and branding, such as logos.

Which option allows for a consistent layout and dynamic branding?

- A. Use a single theme across all Customer Portal pages, and implement templates dynamically.
- B. Do not use a template, and implement themes dynamically.
- C. Do not use a theme, and implement templates dynamically.
- D. Use a single template across all Customer Portal pages, and implement themes dynamically.

Correct Answer: D

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#### QUESTION 10

You have created variables for your customer address to be used throughout their system

What three pieces of functionality will allow the use of these variables?

- A. Answers
- B. Incidents
- C. Incident Rules
- D. Standard text
- E. Workflow



## F. Agent Scripting

Correct Answer: ACF

Explanation: A: You can use variables when authoring answers

C: A variable is a piece of data with a value that can change during rules processing. You define what its default, or starting, value should be. Then, based on conditions you specify, the variable can be modified by rule actions. You can also use the value of a variable as a condition of a rule. The value of the variable is temporary, existing only during the particular rules processing session. When rules processing is started the next time, the variable's value is reset to the default value.

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### QUESTION 11

Your customer would like you to create a workflow following these requirements:

Requirement 1: The workflow will allow the agent to switch between workspaces by clicking the "Select Workspace" button.

Requirement 2: The agent can launch the script both within the workspace as well as by leaving the workspace while still inside the workflow.

Requirement 3: The workflow must capture all phone data provided to the agent in their desktop softphone application.

DSN

ANI Language Exit reason Transfer From Transfer Notes

Requirement 4: If a contact record exists, the workflow must load the contact found as the contact for the incident.

Requirement 5: If a contact record is not found, the contact will be created with all the data captured from softphone. Your customer is not willing to purchase or deploy custom objects to manage any data coming from their CTI integration.

Identify which three requirements can be accomplished through the use of standard workflow/workspace functionality.

A. Requirement 1

B. Requirement 2

C. Requirement 3

D. Requirement 4

E. Requirement 5

Correct Answer: ABD

Note:

\*A desktop workflow is a sequence of workspaces, scripts, decisions, and actions ? even other embedded workflows ? that supports a business process. Using an intuitive design interface, you define a workflow by assembling a set of elements into a logical order to form a flow diagram, then adding decision logic to advance the flow.

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### QUESTION 12

Which example requires the use of a one to many, parent child custom object application?

- A. Your customer wants to keep track of the end customer's Customer identification Number
- B. Your customer has stated that they want to report on end customers that have similar attributes.
- C. Your customer has stated that they want to track when end customers are contacted by sales associates.
- D. Your customer wants to keep track of all the cars the end customers drive.

Correct Answer: D

Explanation: One single customer may use many cars.

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### QUESTION 13

How many levels can Products, Categories, and Dispositions have in each hierarchy?

- A. 2
- B. 3
- C. 4
- D. 5
- E. 6

Correct Answer: E

Explanation: Products and categories organize data in the same ways, and you can choose to use either or both when you configure RightNow Service. If you use both, incidents and answers can be organized into specific classifications, and customers can search for answers using product and category filters. You can create up to 6 levels each of products and categories and specify the number of levels agents must enter when working with incidents.

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### QUESTION 14

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

Your customer would like these incidents to remain in the waiting status until the agent has finished researching the incidents(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. DORMANT\_INCIDENTS
- B. CI\_WAITING\_CALC\_DAYS
- C. CI\_HOURS

D. PURGE\_DELETE\_INCIDENTS

E. MYQ\_REOPEN\_DEADLINE

Correct Answer: A

The DORMANT\_INCIDENTS configuration setting specifies the number of days after which Solved incidents are flagged as dormant by the agedatabase utility. To disable this feature, set this value to 0. If you set the DORMANT\_INCIDENTS setting to a value greater than that specified in the PURGE\_DELETE\_INCIDENTS setting, the incidents will get purged before they can ever be set to dormant. By default, this feature is set to 0 which means incidents are never flagged as dormant.

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### QUESTION 15

Select the six actions that initiate the business rules engine to run its configured logic.

- A. A customer asks a question on the end user portal.
- B. An agent edits contacts, incidents, organizations, or tasks.
- C. A customer updates their contact details via the end-user pages.
- D. An agent edits an opportunity.
- E. The rules engine is updated.
- F. A customer adds more information to their incident via the end-user pages
- G. An agent creates or edits an answer.
- H. An administrator compiles the rules engine.

Correct Answer: ABCDFG

Not E, not H: changes to the rules engine itself does not initiate the business rules engine.

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