

1Z0-465^{Q&As}

Oracle RightNow CX Cloud Service 2012 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.

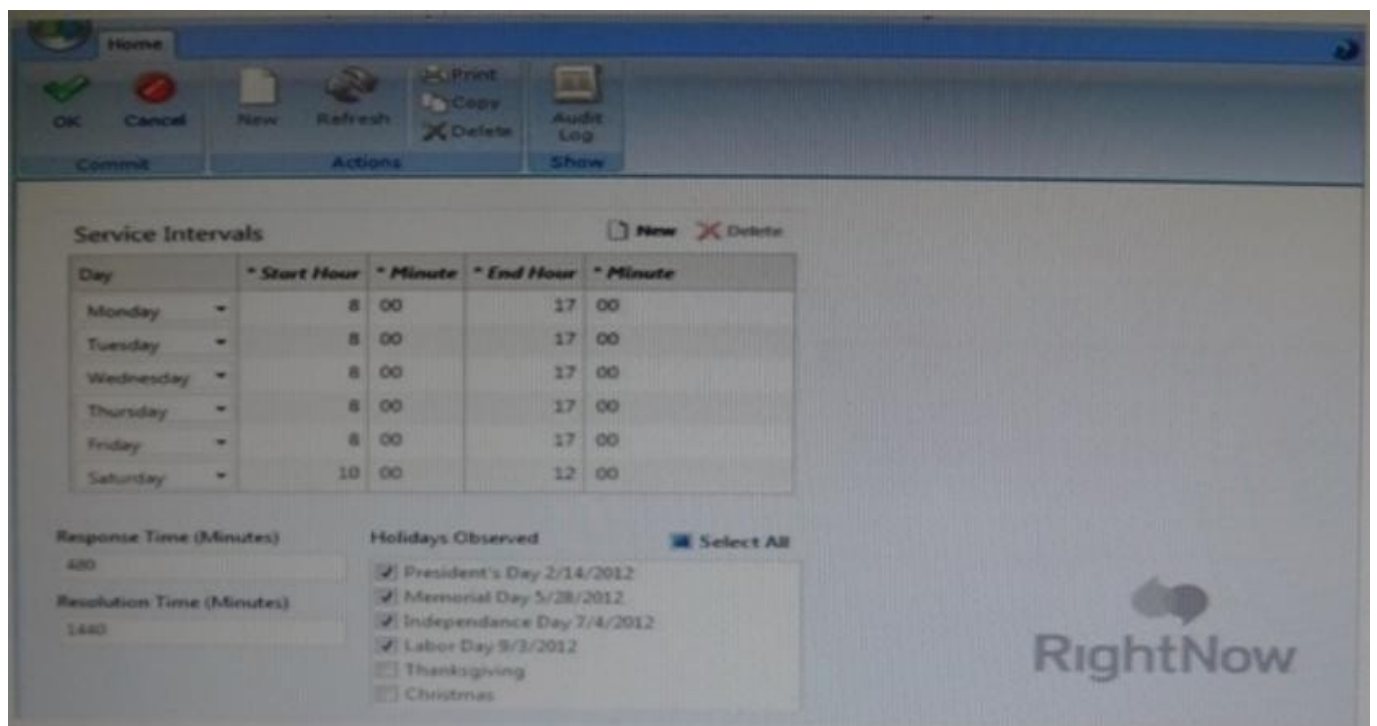
Identify the configuration change you would make to mitigate this problem.

- A. Update the answer keywords
- B. Verify that all selections 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: E

QUESTION 2

Incident#120703-002539 was submitted on Tuesday, July 3, 2012 at 1:00 pm.



At what time the initial Response Due (incidents.rel_due) field be stamped using the response requirements shown?

- A. Tuesday, July 3, 2012 at 9:00 pm
- B. Wednesday, July 4, 2012 at 12:00 pm
- C. Thursday, July 5, 2012 at 12:00 pm
- D. Thursday, July 5, 2012 at 1:00 pm
- E. Saturday, July 7, 2012 at 12:00 pm

Correct Answer: C

Explanation: * From the exhibit we see that the response time is 480 minutes (6 hours).

*

From the exhibit we see that the resolution time is 1440 minutes (24hours). *incidents.rel_due is the result of the calculation that RN makes to tell you when an Incident is due for a response.

*

The best thing to do in this instance is adjust the response requirements and SLA level to suit. In the SLA edit function, you can tell the system the working hours that are used, i.e. Monday to Friday, 0900 - 1700. Also under the SLA edit, in Response Requirements you'll see Response and Resolution Time. Set these to the working number of minutes. So, for example. If you did do 9-5 during a working day, you're going to want to set this to 8x60x5 (2400). Also, do the same in the Response Requirements edit (above the Service Level Agreements in the Configuration tab). You'll find both of these functions under Service in the Configuration tab. What this will do is tell the system to start counting, but only during working hours. So, if an incident comes in outside of your working hours, say 11pm, it won't start the clock until 0900 the following morning.

QUESTION 3

Your customer's site consists of four business units using four different interfaces.

To avoid any configuration changes affecting other business units they have created four test environments for all system changes to be deployed and tested for each business unit before moving and changes into production.

Following the standard deployment method, how many deployments (excluding the copy between environments) must take place for the changes to be live in production, if they are customer portal changes for each of the four interfaces on each of the four environments?

- A. 28
- B. 30
- C. 32
- D. 34
- E. 36
- F. 38
- G. 40

Correct Answer: C

QUESTION 4

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 5

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 should be used to configure the Navigation Set for these team leads?

- A. Keep the default Configuration items in the Configuration pane and let the profile handle this.
- B. Create a navigation set that only has "Rules" and all "Staff Management" items in the configuration pane.
- C. Add the Configuration item of Rules, and Staff Account by Group report into Home Tab and remove the default Configuration pane.
- D. Add the Configuration items of Workspace/Workflows, Rules, and Staff Account by Group Report into the Home Tab and remove default Configuration pane.

Correct Answer: AB

Note:

*The configuration tasks required when starting to use RightNow CX are:

1. Create Navigation Set
2. Create Workspace (optional)
3. Create Profile (associate Navigation Set and Workspace with the Profile)
4. Create Staff Account (associate Profile with the Staff Account)

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