

1Z0-325^{Q&As}

Oracle RightNow Cloud Service 2016 Implementation Essentials

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QUESTION 1

Your customer ships packages directly to customers using a trackable shipping method.

When an order is shipped, a tracking number is saved in an incident custom field.

In order to quickly respond to customers' questions about shipping status, your customer has requested that a hyperlink control be available on the incident workspace that will load the tracking details of the package associated with the incident when clicked.

The custom field details are below:

The URL your customer has provided for tracking is <https://widgetshippers.com/trackyourpackage?id=>

Of the available options, select the one that satisfies your customer's request.

- A. [https://widgetshippers.com/trackyourpackage?id=\\$p_icf_87](https://widgetshippers.com/trackyourpackage?id=$p_icf_87)
- B. [https://widgetshippers.com/trackyourpackage?id=incidents.c\\$tracking_id](https://widgetshippers.com/trackyourpackage?id=incidents.c$tracking_id)
- C. [https://widgetshippers.com/trackyourpackage?id=c\\$tracking_id](https://widgetshippers.com/trackyourpackage?id=c$tracking_id)
- D. [https://widgetshippers.com/trackyourpackage:id=incidents.c\\$tracking_id](https://widgetshippers.com/trackyourpackage:id=incidents.c$tracking_id)
- E. [https://widgetshippers.com/trackyourpackage?id=\\$icf_c\\$tracking_id](https://widgetshippers.com/trackyourpackage?id=icf_ctracking_id)

Correct Answer: D

QUESTION 2

Your customer wants you to separate their contact records by department.

You determine that to enable this functionality, you need to implement a new custom field, and that the field will need to be available to agents to enter and maintain the values.

Select the four steps to accomplish this. (Choose four.)

- A. Create a navigation set that includes the "department" custom field.
- B. Create a "department" custom field in the incident table.
- C. Set the custom field data type to Text Field.
- D. Update the Contact Workspace with the new "department" custom field.
- E. Create a "department" custom field in the contact table.
- F. Add a name and a column name for the new custom field.

Correct Answer: BCEF

QUESTION 3

Your customer has asked you to create a report that will need to be sent to the executive management.

None of the recipients of this report has access to the system, and the same monthly report should be delivered to all recipients.

The management team frequently changes and your customer does not want to alter the report schedule after configuration.

After creating the report what two additional steps need to be taken? (Choose two.)

- A. Update the permissions for the report to include the executive team.
- B. Create a dashboard for the report.
- C. Create and add the distribution list to the schedule.
- D. Set up staff accounts for the executive team.
- E. Send a notification to the executive team that the report is available.
- F. Create a schedule record for the report.

Correct Answer: AB

QUESTION 4

You are working with a client to set up a new chat channel for their agents. Which four features would you configure in the chat workspace options? (Choose four.)

- A. Wrap Up Time.
- B. Prompt the agent to enter wrap up mode.
- C. Set Absent Interval for how long to wait without a response.
- D. Set the queue wait time interval.
- E. Create/associate related incident at the beginning of chat.
- F. Set Status to Solved for incidents created automatically.
- G. Set the Warning time for when to notify an agent when a response is received.

Correct Answer: ABEF

QUESTION 5

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

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