

1Z0-325^{Q&As}

Oracle RightNow Cloud Service 2016 Implementation Essentials

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QUESTION 1

Your customer would like to run incident reports with up to five years of data on incidents and activity for a given agent regardless of whether an agent has left the company.

Your customer reuses licenses after staff members leave the company and will need to continue that practice.

Your customer is not sure what they need to do to keep from deleting data for agents that have left the company.

Identify which option would allow your customer to administer the staff accounts to enable the reporting abilities they require.

- A. Disabled from Assignment
- B. Disabled from Assignment and Report Filters
- C. Permanently Disabled
- D. Do not disable, but lock the staff account.
- E. Reassign the old incidents to another staff account called Former Employee.

Correct Answer: A

QUESTION 2

Your customer supports three different brands and needs to be able to send and receive emails using differently branded emails.

The end customers may not know that the three brands are supported by the same company or that the Oracle RightNow CX Cloud Service is being used.

Identify the three configurations that must be made to enable this requirement. (Choose three.)

- A. Use the custhelp.com email address as the Reply To address.
- B. Create three service mailboxes on the console, and use SMTP forwarding from your customer's mail server.
- C. Use SMTP Forwarding from your customer's mail server to the default service mailbox.
- D. Use the Friendly From/ Branded Address.
- E. Use your customer's branded email address as the Reply To address.

Correct Answer: BCE

QUESTION 3

You created a broadcast survey using the advance survey editor. The survey has a web page and four survey pages.

When you preview the survey you have trouble getting the survey to move between the survey pages. Which item will

enable you to navigate the survey as designed?

- A. Web Page Links
- B. Next and Submit Buttons
- C. Decision or Case Statements
- D. Survey Template
- E. Redirect URL
- F. Standard Connectors

Correct Answer: F

QUESTION 4

Your customer has asked you to create a report that shows all incidents opened within the past month. The report should show the following columns:

Which two functions are needed in the expressions to create the three columns? (Choose two.)

- A. NVL
- B. AVG
- C. IF
- D. DECODE
- E. SUM

Correct Answer: BE

QUESTION 5

Your customer has asked that all incidents be "scanned" for words that may revolve around product defects and injuries so that they can alert their risk management team of any possible product issues or liability. The customer accepts that 100% accuracy is not attainable, and accepts that they will be false positives and a margin for error.

They have provided you the following words to be "scanned":

1.
Mouth
2.
Jaw
- 3.

Cheek

4.

Jowl

5.

Chin

6.

Oral

7.

Palate

The customer requires the following:

You decide to use a regular expression to search for these words in all incoming emails.

```
^mouth[.,|\\"";:| |!|?|and] \ jaw[.,|\\"";:| |!|?|and] \ cheek[.,|\\"";:| |!|?|and] \ jowl[.,|\\"";:| |!|?|and] \ chin$[.,|\\"";:| |!|?|and] \
```

```
oral[.,|\\"";:| |!|?|and] \ palate[.,|\\"";:| |!|?|and]
```

Identify the three words that will be correctly matched to this regular expression. (Choose three.)

- A. Chin
- B. Jaw
- C. Mouth
- D. Cheek
- E. Jowl
- F. Oral
- G. Palate

Correct Answer: BDE

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