

# 1Z0-325<sup>Q&As</sup>

Oracle RightNow Cloud Service 2016 Implementation Essentials

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### QUESTION 1

To manage widgets, you need to access the menu link "Widgets" on the Customer Portal Admin page shown in the picture below:



Select three answers that match the options you expect to see when you click Widgets. (Choose three.)

- A. Widgets details
- B. Create a new widget
- C. Browse widgets
- D. Change widget version
- E. Syndicated widgets

Correct Answer: BCE

### QUESTION 2

Your customer wants to send out a post incident survey using a business rule. Which two options would prevent them from completing their rule? (Choose two.)

- A. The rule contained a Send Email Response to Sender action within the Then statement.
- B. No transactional survey has been created, so the "Send Transaction Survey" action is not available.
- C. A "Transition State" action was added in the rule before the "Send Transaction Survey" was added so the action button is no longer available.
- D. The "IF" condition section includes a check of the previous status.
- E. The rule was created in a function state as opposed to a normal rule state.

Correct Answer: AD

### QUESTION 3

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

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#### QUESTION 4

Your client wants to allow the Administrator and Limited Administrator profiles to prevent user timeout until 60 minutes of inactivity. All other user profiles should be logged out after 15 minutes.

Which two steps must be performed to configure this? (Choose two.)

- A. Set the Session Timeout field to 3600.
- B. Set the Session Timeout field to null.
- C. Set the Session Timeout field to 60.
- D. Set the SESSION\_MANAGEMENT\_ENABLED Configuration Setting to Enabled.
- E. Set the SESSION\_MANAGEMENT\_ENABLED Configuration Setting to Disabled.
- F. Set the CLIENT\_SESSION\_EXP field to 60.

Correct Answer: AD

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#### QUESTION 5

Your customer wants to use a single workflow for all profiles and has asked you to create a workflow that follows different workflows for different agents based on profile.

Your workflow starts with a script to identify the type of record the agent will be working on before it can split into different workflows.

Which two items enable you to accomplish this? (Choose two.)

- A. Connector Events
- B. Decision Object
- C. Named Event
- D. Connector Condition

E. Set Field

Correct Answer: AC

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