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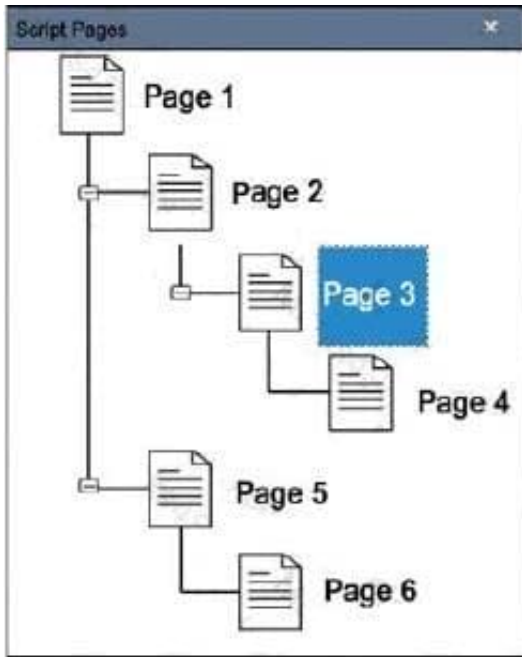
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QUESTION 1

When building an agent script with the pages and page structure as shown below, you need to take an agent from Page 3 to Page 1. There is no navigation menu in the script because you are controlling it with rules.

Which two rule actions can be used to meet this requirement? (Choose two.)



- A. Page Rule: Go to previous page
- B. Page Rule: Go to certain page
- C. Script Rule: Fire an Exit event
- D. Page Rule: Go to next page
- E. Page Rule: Go to beginning of script
- F. Script Rule: Fire a name event

Correct Answer: CF

QUESTION 2

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

QUESTION 3

Your client wants to measure agent performance based on feedback from their end customers.

If their end customer provides negative feedback, their incident needs to be reopened automatically.

Identify three tasks to fulfill these requirements. (Choose three.)

- A. Create a broadcast survey.
- B. Schedule a survey to run on a daily basis.
- C. Set an incident business rule to send the survey when an incident is closed.
- D. Create a new queue for unhappy customers.
- E. Create a transactional survey.
- F. Create a report of survey responses.
- G. Assign scores to the survey questions and set the status field based on the values of the responses.

Correct Answer: CFG

QUESTION 4

During requirements gathering, your customer determines that since they will be directing customers to the support pages from their website, they would like the default Home page to be removed.

Which three of the available options are required to complete this requirement? (Choose three.)

- A. Update the config verb CP_HOME_URL.
- B. Update the config verb CP_LOGIN_URL.
- C. Delete the home.php file from the customer portal site.
- D. Remove the "Home page" navigation option from the template file.
- E. Update the site.css file to remove references to the Home page.

Correct Answer: ADE

QUESTION 5

When an agent handles a product return incident, they require the ability to go through a series of questions to determine the appropriate answer/response.

You determine this would best be solved using guided assistance which is automatically launched when a specific category is selected by an agent.

Which three steps are required to implement this solution? (Choose three.)

- A. Create a guide that takes the agent step by step to the relevant answers that the agent needs for a product return.
- B. Add the guide to an answer in the answer workspace.
- C. Add a workspace rule that has a trigger for when a Guide is Finished.
- D. Add an Answer Display Control to the incident workspace.
- E. Add a Guided Assistance Control to the incident workspace.
- F. Create a workspace rule that invokes a guide based on "a field has a certain value."
- G. Create a business rule that starts a guide.

Correct Answer: BDF

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