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QUESTION 1

Your customer has single Service Level Agreement and applies the Service Level Agreement called Reseller when a contact is a reseller of their services.

These end customers often have their own ticketing system, and in order to capture the reseller's ticket number, the customer has requested that their Ask page be updated to include an External Ticket Number custom field only when the logged in contact has a Service Level Agreement that only a reseller would have.

Which two widgets or tags are used to complete your customer's request? (Choose two.)

- A. Use the "FormInput" widget.
- B. Use the "Conditional" tag with an "sla" attribute.
- C. Use the "FormInputCustom" widget.
- D. Use the "FormSubmit" widget.
- E. Use the "Field" tag with the "name" attribute.

Correct Answer: BE

QUESTION 2

Which incident field is designed to be used by your customer to standardize tracking of how incidents are resolved?

- A. SLA Instance
- B. Response Message
- C. Severity
- D. Disposition
- E. Source

Correct Answer: D

QUESTION 3

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 4

Select two statements that describe reasons why you would link products to categories. (Choose two.)

- A. It simplifies reporting on answers and incidents products and categories.
- B. It allows filtered product and category lists when creating answers.
- C. It allows filtering of category, based on the product selected on customer portal pages.
- D. It allows filtering of category, based on the product selected on incident workspaces.

Correct Answer: BD

QUESTION 5

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 answer keywords
- B. Verify that all sections 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: D

QUESTION 6

Your client has VIP customers (all of which have a custom contact field of VIP set to 'Yes'). They want to offer these customers a higher priority service on Chat.

You intend to do this with a VIP queue.

Which three steps do you also need to perform? (Choose three.)

- A. Set the Pull Policy to manual.. Create chat rules so that contacts with the VIP field set to '\\Yes\\' are routed to the VIP queue.
- B. Add the VIP queue to the profile of the agents that are taking chats.
- C. Move the VIP queue to the top of the queue list.
- D. Create incident rules so that contacts with the VIP field set to '\\Yes\\' are routed to the VIP queue.
- E. Create a rule to set an SLA.

Correct Answer: BCD

QUESTION 7

You are asked to identify how a question has been scored upon a search result.

While researching the question, you identified possible answer attributes to review.

Identify three items that affect the score of the answer and, therefore, should be reviewed. (Choose three.)

- A. Status
- B. Question
- C. Access Level
- D. Categories
- E. Summary

Correct Answer: BDE

QUESTION 8

Identify the four guidelines that are relevant with regard to web accessibility. (Choose four.)

- A. Ensure all alternate text is unused.
- B. Provide multiple methods for finding content.
- C. Ensure no underlined content exists.
- D. Avoid background sound.
- E. Support increased text sizes.
- F. Ensure color alone is not used to convey content.

Correct Answer: BDEF

QUESTION 9

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

QUESTION 10

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 11

You are creating several new standard text entries and want to use variables in your standard text.

What is the difference between "Variable" and "\$"?

- A. \$ allows the agent to enter a value and Variable is a fixed value.
- B. \$ pulls in a dynamic value from the database and Variable allows the agent to enter a value.
- C. Variable is a fixed value and \$ pulls in a dynamic value from the database.
- D. Variable pulls in a dynamic value from the database and \$ allows the agent to enter a value.
- E. Variable pulls in a dynamic value from the database and \$ is a fixed variable.

Correct Answer: B

QUESTION 12

An agent has mistakenly closed their quick search menu and it is no longer displayed on their desktop. Which two paths are required to display the quick search navigation again? (Choose two.)

- A. File Menu/Links
- B. Navigation Pane/Quick Search
- C. File Menu/Options
- D. Tools Menu/Quick Search
- E. Configuration/Application Appearance

Correct Answer: BD

QUESTION 13

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 14

Your customer would like to classify their incidents by the hierarchy of services they provide, and will route customer web form incidents to agents according to the type of help selected and by service in the hierarchy.

Select the two statements that would satisfy these requirements. (Choose two.)

- A. Use the category field to identify the customer's incident type of help, and an incident custom field to identify the services.
- B. Use the product field to identify the services and an incident custom field to identify the customer's incident type of help.
- C. Use the product field to identify the services and the category field to identify the customer's incident type of help.
- D. Use the product field to identify the services and the disposition field to identify the customer's incident type of help.

Correct Answer: BD

QUESTION 15

You want to find all Message Base entries that include the two words "create" and "incident." Which is the correct format for your search in the KEY field?

- A. create%incident
- B. %create% | %incident%
- C. %create incident%
- D. %create% and %incident%
- E. %create%incident%

Correct Answer: A

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