



1Z0-325^{Q&As}

Oracle RightNow Cloud Service 2016 Implementation Essentials

Pass Oracle 1Z0-325 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass4itsure.com/1z0-325.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Oracle
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers



**QUESTION 1**

Your customer is using standard statuses, status types, and the standard agent "My Inbox" report.

Which two incident status types will show up in the agent's "My Inbox" report? (Choose two.)

- A. Solved
- B. Unresolved
- C. Waiting
- D. Updated

Correct Answer: CD

QUESTION 2

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 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

Your customer would like supervisors to use a Multi-Edit workspace when updating incidents for their agents.

Which four fields are available for edit on the incident Multi-Edit workspace? (Choose four.)

- A. Assigned. Queue
- B. Organization
- C. Channel
- D. Email Address
- E. Post code
- F. Language

Correct Answer: BCDF

QUESTION 5

Your client wants to bring all contact records from the old system into Oracle Service Cloud.

Every time a contact record is created, an email message is sent to notify this contact that a new account was created for them. The contacts do not want these notifications.

Because you are about to load a large number of contact records, which requirement is essential to prevent emails from being sent?

- A. A message template must be created to alert the user about this registration process.
- B. The message template "Finish Account Creation" must be switched off before the contacts are loaded.
- C. A new, temporary, business rule needs to be created to prevent the emails from being sent.
- D. Fake email addresses need to be placed instead of the correct one.

Correct Answer: B



VCE & PDF

Pass4itSure.com

<https://www.pass4itsure.com/1z0-325.html>

2024 Latest pass4itsure 1Z0-325 PDF and VCE dumps Download

[Latest 1Z0-325 Dumps](#)

[1Z0-325 PDF Dumps](#)

[1Z0-325 Practice Test](#)