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**QUESTION 1**

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 2

During your customers' busiest hours, it is common for a supervisor to move agents from one queue to another to attend to more critical incidents.

Which four options allow the supervisor to meet this Requirement? (Choose four.)

- A. The supervisor could include or exclude queues from the agent's profile and the agent can log out and log back in.
- B. The supervisor adds a business rule that sets the queue.
- C. The supervisor could manually change the queue of a group of incidents to the queue the agents are working.
- D. Agents have access to a custom report that can filter and display all queues as directed by the supervisor.
- E. The supervisor can delete a queue, so any incidents in that queue will requeue.
- F. Agents can remove SLAs from the Organization records.
- G. Agents can log out of the console and log in again with a different user account with access to the needed queue.

Correct Answer: ABCG

QUESTION 3

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

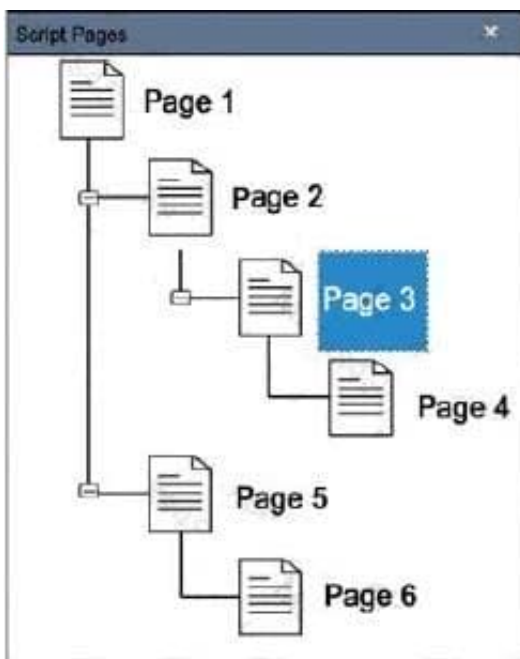
E. Configuration/Application Appearance

Correct Answer: BD

QUESTION 4

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 5

Your customer wants you to separate their contact records by department.



You determine that to enable this functionality, you need to implement a new custom field, and that the field will need to be available to agents to enter and maintain the values.

Select the four steps to accomplish this. (Choose four.)

- A. Create a navigation set that includes the "department" custom field.
- B. Create a "department" custom field in the incident table.
- C. Set the custom field data type to Text Field.
- D. Update the Contact Workspace with the new "department" custom field.
- E. Create a "department" custom field in the contact table.
- F. Add a name and a column name for the new custom field.

Correct Answer: BCEF

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