1Z0-465 Q&As

Oracle RightNow CX Cloud Service 2012 Essentials

Pass Oracle 1Z0-465 Exam with 100% Guarantee

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

https://www.pass4itsure.com/1z0-465.html

100% Passing Guarantee
100% Money Back Assurance

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

QUESTION 1

Your customer wants to put the information in the "answer" section of their knowledgebase article as more important than the information in the "subject" section.

What two system configuration settings can be modified to increase the value of the phrases in the "answer" versus the "subject" during a search from either customer portal of the agent desktop?

A. SRCH_ATTACH_WEIGHT

B. SRCH_SUBJECT_WEIGHT

C. SRCH_BODY_WEIGHT

D. SRCH_KEY_WEIGHT

E. SRCH_PROD_WEIGHT

F. SRCH_CAT_WEIGHT

G. SRCH_DESC_WEIGHT

Correct Answer: BC

QUESTION 2

Which example requires the use of a one to many, parent child custom object application?

A. Your customer wants to keep track of the end customer\\'s Customer identification Number

B. Your customer has stated that they want to report on end customers that have similar attributes.

C. Your customer has stated that they want to track when end customers are contacted by sales associates.

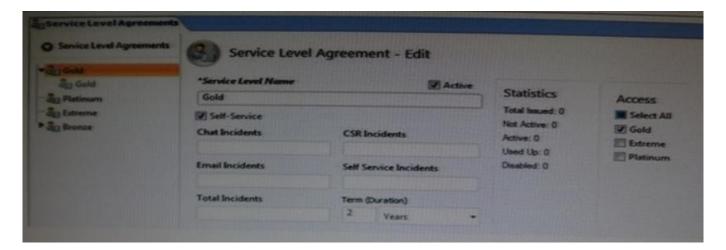D. Your customer wants to keep track of all the cars the end customers drive.

Correct Answer: D

Explanation: One single customer may use many cars.

QUESTION 3

View the Exhibit.

Your customer has "Gold" level SLAs being applied to organization automatically with an organization rule.

After six months the business decides to reduce the turnaround time for the response.

Instead of responding in 24 hours yours agents need to respond to the end customers within the business hours.

You modify the Gold SLA to reflect this change but you notice that the SLA reports are still using a 24 hours response time.

Which statement is correct?

A. Your site has been corrupted with "Ghost" SLAs (See Exhibit).

B. You have not activated the rules so the updated SLAs are not being applied.

C. Updating the SLA will not automatically update the organization\\\'s SLA.

D. The SLA reports will need to be modified to use the new SLA.

Correct Answer: D

QUESTION 4

Your customer wants to set a disposition and add specific standard text item automatically based on a given endpoint within guided Assistant path info the response thread.

What are the two steps required to complete this request?

A. Create a Named Event to fire each end point of the Guide.

B. Use an Incident Business rule to fire a named event and populate the standard text to the message thread.

C. Use Agent Workspace rule to populate the standard text to the message thread and set the disposition when the named event is fired.

D. Use Agent Workflow to populate the disposition and populate the standard text based on the named event in the guide.

E. Use a workplace rule to create a pop-up box reminding the agent to select the disposition and make the disposition

field required on the incident workplace.

Correct Answer: AC

Note:

* To create a simple rule using named events, open a test incident workspace and:

1.

 Create a rule to fire a named event:

Create a simple rule like: when Incident.Subject changes then fire a Named Event value "SubjectChanged".

To set the name of the named event, click on the link: "named event" in the "Then Actions" tab of the rule designer.

After this you will see the name you entered as the rule action, such as "This rule will fire SubjectChanged named event."

2.

 Create a second rule to take action on the named event from above:

Create a rule like: when "SubjectChanged" named event fires then set Incident Status = Updated.

To set the rule to fire on this named event, select "A named event fires" from the "When" tab of the rule designer.

Enter "SubjectChanged" as the named event value (to match the rule above). Set a rule action (in the "Then Actions" tab of the rule designer) such as: set Incident Status = Updated.

When you test this workspace you should see that the incident status is set to "Updated" after you change the Incident subject.

QUESTION 5

Your customer wouldlike you toalter the createaccount page.

```
1. <form id = "rn_CreateAccount" onsubmit = "return false;">
2.         <div id= "rn_ErrorLocation"> </div>
3.         <rn:Widget path= "Input/FormInput" name = "contacts.email"
           required = "true" validate_on_blur = "true" initial_focus = "true"/>
4.         <rn:widget path = "Input/FormInput" name = "contacts.login" required = "true" validate_on_blur = "true">
5.         <rn:condition config_check = "RNW_UI:EU_COST_PASSWD_ENABLED = = true">
6.         <rn:widget path = "input/FormInput" name = "contacts.password_new"/>
7.         <rn:widget path = "input/FormInput"
           Name = "contacts.password_veirfy"/>
8.         </rn:condition>
9.         <rn:widget path = "input/ContactNameInput" required = "true"/>
10.        <rn:wisget path = "input/CustomAllInput" table = "contacts"
           Always_show_mask = "true"/>
11.        <rn:widget path "input/FormSubmit"
           Label_button = "#rn:msg CREATE_ACCT_CMD#" on_success_url = "/app/account/overview"
           Error_location = "rn_ErrorLocation"/>
12. </form>
```

They would like you to changethe followingItems:

Custom fields: (display only these two fields) Contacts.free_trial (Not Required) Contacts.contact_okay (Not required)

Standard fields: Contact.email_alt1(Required) Contacts.email_alt2(Not required) Contacts.ph_mobile(Not required) Contacts.ph_home(Required) Name (Not required)

Identify the option thatcorrectlyreflects the changesrequested by the customer.

A.
```
<form id= "rn_CreateAccount" onsubmit= "return false;">
        <div id = "rn_ErrorLocation"> </div>
        <rn:widget path "Input/FormInput" name = "contacts.email"
Validate_on-blur = "true" required = "true" initial_focus = "true"/>
        <rn:widget path "input/FormInput" name = "contacts.email_alt1"
Validate_on_blur = "true" required = "true" initial_focus = "false"/>
        <rn:widget path = "input/FormInput" name = "contacts.email_alt2"
Required = "false" validate_on_blur = "true" initial_focus = "false/">
<rn:widget path = "input/FormInput" name = "contacts.login"
Required = "true" validate_on_blur = "true"/>
        <rn:condition_config_check = "RNW_UI:EU_CUST_PASSWD_ENABLED = =
true">
        <rn:widget path = "input/FormInput" name = "contacts.password_new">
        <rn:widget path = "input/FormInput"
Name = "contacts.password_verify" />
<rn:widget path= "input/Form/Input" name "contacts.pg_home" required = "true"/>
<rn:widget path = "input/FormInput" name = "contacts.ph_mobile"/>
</rn:condition>
<rn:widget path = "Input/ContactNameInput"/>
<rn:widget = path = "input/FormInput" name = "contacts.c$free_trial"
Required = "false"/>
        <rn:widget path "input/CustomAllInput" table = "contacts"
always_show_mask "true"/>
        <rn:widget path = "input/FormSubmit">
Label_button = "#rn:msg: CREAT_ACCT_CMD#" on_success_url =
"/app/account/overview"
Error_location = "rn_ErrorLocation"/>
</form>
```

B.
```
<form id = "rn_CreateAccount" onsubmit = "return false:">
        <div id "rn_ErrorLocation"> </div>
        <rn:widget path = "input/FormInput" name = "contacts.all_email"
Validate_on_blur = "true" required = "true" initial_focus = "true"/>
        <rn:widget path = "input/FormInput" name = "contacts.login"
Required= "true" validate_on_blur = "true"/>
        <rn:condition config_check = "RNW_UI: EU_CUST_PASSWD_ENABLED = = true">
        <rn:widget path = "input/FormInput" name = "Contacts.password_new"/>
<rn: path = "input/FormInput"
Name = "contacts.password_verify"/>
<rn:widget path = "Input/FormInput" name = "contacts.ph_home" required = "true"/>
<rn:widget path = "input/FormInput" name = "contacts.ph_mobile" />
        </rn:condition>
<rn:widget path"input">
<rn:widget path = "input/FormInput" name = "contacts.c$free_trial" required = "false"/>
<rn:widget path = "input/FormInput" name = "contacts.c$free_trial" required = "false"/>
<rn:widget path = "input/FormInput" name = "contacts.c$contact_okay"
Required = "false">
/*
<rn:widget path = "input/CustomAllInput" table = "contacts" always_show_mask = "true"/>
*/
        <rn:widget path = "input/FormSubmit"
Label_button = "#rn:msg: CREATE_ACCT_CMD#" on_success_url= "/app/account/overview"
Error_location = "rn_ErrorLocation"/>
</form>
```

C.
```
<form id = "rn_CreateAccount" onsubmit = "return false;">
        <div id = "rn_ErrorLocation"> </div>
        <rn: widget path = "input/FormInput" name = "contacts.email">
Validate_on_blur = "true" required = "true" initial_focus = "true"/>
        <rn:widget path = "input/FormInput" name "contacts.email_alt1"
Validate_on_blur = "true" required = "true" initial_focus = "false"/>
<rn:widget path "input/FormInput" name = "contacts.email_alt2"
Required = "false" validate_on_blur = "true" initial_focus = "false"/>
<rn:widget path = "input/FormInput" name = "contacts.login"
Required = "true" validate-on_blur = "true"/>
        <rn:condition config_check = "RNW_UI:CUST_PASSWD_ENABLED = = true">
<rnwidget path = "input/ContactNameInput" required = 'false'/>
<rn:widget path = "input/FormInput" name = "contscts.password_new" />
<rn:widget path = "input/FormInput"
Name = "contacts.password_verify" />
<rn path = "input/FormInput" name = "contacts.ph_mobile" />
        </rn:condition>
<rn:widget path = "input/FormInput" name = "contacts.c$free_trial" required = "false" />
<rn:widget path = "input/FormInput" name = "contacts.c$contact_okay"
Required = "false" />
<rn:widget path = "input/FormSubmit' label_button = "#rn:msg:CREATE_ACCT_CMD#"
On_success_url = "/app/account/overview" error_location = "rn_ErrorLocation" />
</form>
```

D.
```
<form id = "rn_CreateAccount" onsubmit = "return false;">
        <div id = "rn_ErrorLocation"> </div>
        <rn:widget path = "input/FormInput" name = "contacts.email"
Validate_on_blur = "true" required = "true" initial_focus = "true" />
<rn:widget path = "input/textInput" name = "contacts.email_alt1"
Validate_on_blur = "true" initial_focus = "false" />
<rn:widget path = "inpu/textInput" name = "contacts.email_alt2"
Required = "false" validate_on_blur = "true" initial_focus = "false" />
        <rn:widget path = "input/FormInput" name "contacts.login"
Required = "true" validate_on_blur = "true" />
        <rn:condition config_check = "RNV_UI:EU_CUST_PASSWD_ENABLED = = true" >
<rn:widget path = "input/ContactNameInput" required = "true" />
<rn:widget path = "input/FormInput" name = "contacts.password_new" />
<rn:widget path = "input/FormInput" name = "contacts.password_verify" />
<rn:widget path = "input/FormInput" name = "contacts.ph_home" required = "true" />
<rn:widget path = "input/FormInput" name = "contacts.ph_mobile" />
        </ rn:condition>
<rn: Widget path = "input/textInput" name = "Contacts.c$free_trial" required = "true" />
<rn:widget path = "input/FormSubmit"
Label_button = "#rn:msg:CREATE_ACCT_CMD#" on_success_url = "/app/account/overview"
Error_location="rn+ErrorLocation" />
</form>
```

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: C

Explanation: contacts.email_alt1 OK.

contacts.email_alt2 OK.

Contacts.contact_okay OK.

Etc.

Incorrect:

Not A:Contacts.contact_okaynot specified.

Not B:contacts.email_alt1, contacts.email_alt2 not specified.

Not D:Contacts.contact_okaynot specified.

[Latest 1Z0-465 Dumps](#)   [1Z0-465 VCE Dumps](#)   [1Z0-465 Study Guide](#)