



1Z0-465^{Q&As}

Oracle RightNow CX Cloud Service 2012 Essentials

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**QUESTION 1**

Your customer would like you to alter the create account 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 change the following items:

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 that correctly reflects the changes requested by the customer.



```
A.
<form id= "rn_CreateAccount" onsubmit= "return false;">
  <div id = "rn_ErrorLocation"> </div>
  <rn:widget path = "inputFormInput" name = "contacts.email"
  Validate_on_blur = "true" required = "true" initial_focus = "true"/>
  <rn:widget path = "inputFormInput" name = "contacts.email_alt1"
  Validate_on_blur = "true" required = "true" initial_focus = "false"/>
  <rn:widget path = "inputFormInput" name = "contacts.email_alt2"
  Required = "false" validate_on_blur = "true" initial_focus = "false"/>
  <rn:widget path = "inputFormInput" name = "contacts.login"
  Required = "true" validate_on_blur = "true"/>
  <rn:condition config_check = "RNW_UI:EU_CUST_PASSWD_ENABLED ==
true">
  <rn:widget path = "inputFormInput" name = "contacts.password_new">
  <rn:widget path = "inputFormInput"
  Name = "contacts.password_verify" />
  <rn:widget path= "inputFormInput" name "contacts.pg_home" required = "true"/>
  <rn:widget path = "inputFormInput" name = "contacts.ph_mobile"/>
  </rn:condition>
  <rn:widget path = "inputContactNameInput"/>
  <rn:widget = path = "inputFormInput" name = "contacts.c$free_trial"
  Required = "false" />
  <rn:widget path = "inputCustomAllInput" table = "contacts"
  always_show_mask "true"/>
  <rn:widget path = "inputFormSubmit">
  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 = "inputFormInput" name = "contacts.all_email"
  Validate_on_blur = "true" required = "true" initial_focus = "true"/>
  <rn:widget path = "inputFormInput" name = "contacts.login"
  Required= "true" validate_on_blur = "true"/>
  <rn:condition config_check = "RNW_UI: EU_CUST_PASSWD_ENABLED == true">
  <rn:widget path = "inputFormInput" name = "Contacts.password_new"/>
  <rn: path = "inputFormInput"
  Name = "contacts.password_verify"/>
  <rn:widget path = "inputFormInput" name = "contacts.ph_home" required = "true"/>
  <rn:widget path = "inputFormInput" name = "contacts.ph_mobile" />
  </rn:condition>
  <rn:widget path="input">
  <rn:widget path = "inputFormInput" name = "contacts.c$free_trial" required = "false"/>
  <rn:widget path = "inputFormInput" name = "contacts.c$free_trial" required = "false"/>
  <rn:widget path = "inputFormInput" name = "contacts.c$contact_okay"
  Required = "false">
  /
  <rn:widget path = "inputCustomAllInput" table = "contacts" always_show_mask = "true"/>
  /
  <rn:widget path = "inputFormSubmit"
  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 = "inputFormInput" name = "contacts.email">
  Validate_on_blur = "true" required = "true" initial_focus = "true"/>
  <rn:widget path = "inputFormInput" name = "contacts.email_alt1"
  Validate_on_blur = "true" required = "true" initial_focus = "false"/>
  <rn:widget path = "inputFormInput" name = "contacts.email_alt2"
  Required = "false" validate_on_blur = "true" initial_focus = "false"/>
  <rn:widget path = "inputFormInput" name = "contacts.login"
  Required = "true" validate-on_blur = "true"/>
  <rn:condition config_check = "RNW_UI:CUST_PASSWD_ENABLED == true">
  <rn:widget path = "inputContactNameInput" required = "false"/>
  <rn:widget path = "inputFormInput" name = "contacts.password_new" />
  <rn:widget path = "inputFormInput"
  Name = "contacts.password_verify" />
  <rn path = "inputFormInput" name = "contacts.ph_mobile" />
  </rn:condition>
  <rn:widget path = "inputFormInput" name = "contacts.c$free_trial" required = "false" />
  <rn:widget path = "inputFormInput" name = "contacts.c$contact_okay"
  Required = "false" />
  <rn:widget path = "inputFormSubmit" 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 = "inputFormInput" name = "contacts.email"
  Validate_on_blur = "true" required = "true" initial_focus = "true" />
  <rn:widget path = "inputtextInput" name = "contacts.email_alt1"
  Validate_on_blur = "true" initial_focus = "false" />
  <rn:widget path = "inputtextInput" name = "contacts.email_alt2"
  Required = "false" validate_on_blur = "true" initial_focus = "false" />
  <rn:widget path = "inputFormInput" name "contacts.login"
  Required = "true" validate_on_blur = "true" />
  <rn:condition config_check = "RNW_UI:EU_CUST_PASSWD_ENABLED == true" >
  <rn:widget path = "inputContactNameInput" required = "true" />
  <rn:widget path = "inputFormInput" name = "contacts.password_new" />
  <rn:widget path = "inputFormInput" name = "contacts.password_verify" />
  <rn:widget path = "inputFormInput" name = "contacts.ph_home" required = "true" />
  <rn:widget path = "inputFormInput" name = "contacts.ph_mobile" />
  </rn:condition>
  <rn: Widget path = "inputtextInput" name = "Contacts.c$free_trial" required = "true" />
  <rn:widget path = "inputFormSubmit"
  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.

QUESTION 2

In which two sections of the Customer Portal is the Guided Assistance widget available for end customers?

- A. Ask a Question
- B. The answers list page only
- C. Any page the customer wants it placed
- D. The answers detail page
- E. The popular answers list page
- F. They are only available when using smart assistant

Correct Answer: CD

Note:

*For customers, Oracle RightNow Guided Assistance Cloud Service provides these benefits:

/It can be positioned where customers need help--on a Web page or in an answer. /Guides can be deployed in multiple locations across your Website. /Guides can be delivered on a PC or any Web-enabled mobile device with a modern

JavaScript-enabled browser.

*Customers can access Oracle RightNow Guided Assistance Cloud Service via a link on either Oracle RightNow Customer Portal Cloud Service or another Web page. To assist consumers, the guides created with Oracle RightNow



Guided

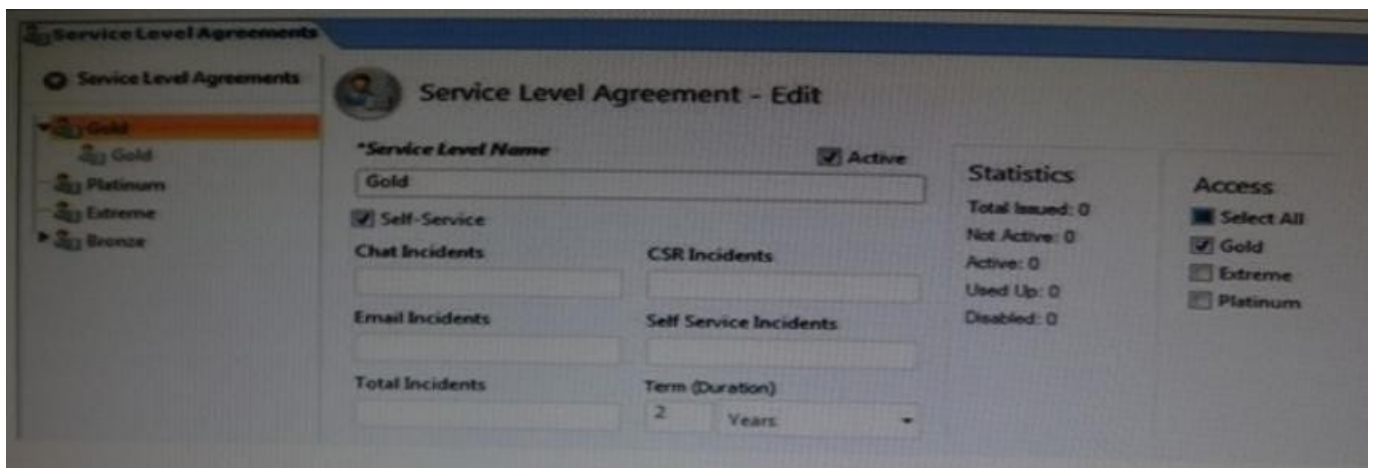
Assistance Cloud Service can be embedded in answers and include links to chat and other communication channels. Agents can access Oracle RightNow Guided Assistance Cloud Service whether they're serving customers via phone, chat,

or e-mail. Agents can then include guides (which can be triggered by workspace rules) and related answers in chat and e-mail responses. With Oracle RightNow Customer Portal Cloud Service, it's easy for agents to find the most appropriate

guide.

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 your 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 is a printing company and every knowledgebase article contains the word "print."

Which configuration will enable end customer searches to return a single knowledge article result when searching with "print"?

- A. Add "print" using the stop word editor and add "print" to only one knowledgebase article keyword
- B. Add "print" using the Stop word editor and add "print" to the alias file.
- C. Add "print" to only one knowledgebase article keyword and add "print" to a search priority word and assign multiple answers.
- D. Add "print" using the stop word editor and add "print" to a search priority word and assign one answer.

Correct Answer: D

Explanation: Search Priority Words editor. This feature of Oracle RightNow Knowledge Cloud Service used to be known as the Topic Words editor in versions released before May2010. This feature (see Figure below) is used to manually

show an answer at the top of all search results when a certain search term is entered. Entering a search priority word is helpful when you are confident that you know exactly which answer a customer wants to read when that person enters a

particular search term.

Widely using the Search Priority Words editor is not recommended; instead, use it sparingly for special situations, such as when you have an umbrella answer.



Search Priority Words

Ben Test

Search Priority Words - Edit

* Search Priority Word Name
Ben Test

* Keywords
Ben
Test

Disabled Always Show

Type
 Public Answer WWW Document

* Title
This is Google

* URL
http://www.google.com

Text
Go to the Google page

Search

QUESTION 5

Your customer runs a 24/7 call center and has a policy stating that incidents that agent\\'s solved by the end of an agent\\'s shift should be moved out of that agent\\'s inbox to be worked by another active agent.

Which two actions will accomplish this?

- A. The agent does a multi-edit update for all incidents in their inbox and changes the assigned field to full.
- B. The agent reassigns each incident to another agent before they log off.
- C. Add a business rule that when an agent logs out, the Assigned field should be set to null for any unresolved incidents for that agent.
- D. Create a workspace rule that sets the Assigned field to null when an agent logs out.

Correct Answer: BC

Incorrect:



Not D: Use a business rule, not a workspace rule.

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