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Oracle RightNow CX Cloud Service 2012 Essentials

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QUESTION 1

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 2

Your customer would like a high, medium, or low severity level assigned to each incident. The agents will service the incidents using a queue representing each severity. Which option shows the minimum steps required to satisfy the requirements?

A. Create incident queues and severities

B. Create incident statuses, queues, and severities

C. Create incident severities

D. Create incident statuses and queues

Correct Answer: A

QUESTION 3

Your customer supports three different brands and needs to be able to send and receive emails using differently branded email.

The end customers may not know that the three brands are supported by the same company or that the Oracle RightNow CX Cloud Service is being used.

Identify the three configurations that must be made to enable this requirement.

A. Use SMTP Forwarding from your customer\\'s mail server to the default service mailbox.

B. Create three service mailboxes on the console, and use SMTP forwarding from your customer\\'s mail server.

C. Use the Friendly From/Branded Address.

D. Use the custhelp.com email address as the Reply To Address.

E. Use your customer\\'s branded email address as the Reply To address.

Correct Answer: BCE

Note:

*Key Elements of the RightNow CX August 2011 Releaseinclude:

Enhanced Mailbox Branding - Provides a "Friendly From/Branded Address" field to increase personalization and relevance for service and marketing emails.

QUESTION 4

You have created variables for your customer address to be used throughout their system

What three pieces of functionality will allow the use of these variables?

A. Answers

B. Incidents

C. Incident Rules

D. Standard text

E. Workflow

F. Agent Scripting

Correct Answer: ACF

Explanation: A: You can usevariables when authoring answers

C:A variable is a piece of data with a value that can change during rules processing. You define what its default, or starting, value should be. Then, based on conditions you specify, the variable can be modified by rule actions. You can also use the value of a variable as a condition of a rule. The value of the variable is temporary, existing only during the particular rules processing session. When rules processing is started the next time, the variable\\'s value is reset to the default value.

QUESTION 5

A customer wants to change the following text on the receipt and asksubmitpage:

"Thanks for submitting your question. Use this reference number for the follow up:

#120728-000001

A member of your support team will get back to you soon.

If you need to update your question and you already have an account, log in, click the Your Account tab, and select the question to open and update it."

Which two actions will allow you to identify the correct message base item if you do not know which message base you need to edit?

A. Run a message base report and search for the text string you want to change.

B. Identify the customer portal page that includes the text you want to change and identify the message base from within the code.

C. Look for the message in the receipt email body.

D. Submit an incident to customer care.

Correct Answer: AB