



1Z0-465^{Q&As}

Oracle RightNow CX Cloud Service 2012 Essentials

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QUESTION 1

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 2

Your customer was reviewing published answers in their knowledgebase.

They noticed that several of the answers had irrelevant answers listed in the "Answers other found helpful" section of the answer detail page.

What step is required to eliminate the individual irrelevant answers?

- A. Remove the related answers widget from the Customer Portal page.
- B. Remove the irrelevant answers from manually related answers.
- C. Block the irrelevant answers from Learned Links.
- D. Delete the irrelevant answers from Sibling Answers.

Correct Answer: D

Note: *A meta-answer is a collection of related answers that are all associated with the same products and categories. These related answers are called sibling answers, and that relationship is defined on the CX Console, not on the accessibility interface

QUESTION 3

View the exhibits.



Exhibit A

AcId: 101907

Tables

Table	Alias	Join condition	Type
Accounts	accounts		
Incidents	incidents	accounts.acct_id = incidents.assign_acct_id	Outer

Logical Expression
incidents.status_type = Unresolved

Join Filters

Level: Grid Report

Columns

Heading	Expression	Data Type	Description
Full Name	accounts.full_name	Text	
# Incidents	count(incidents.i_id)	Integer	

Exhibit B

AcId: 101906

Tables

Table	Alias	Join condition	Type
Accounts	accounts		
Incidents	incidents	accounts.acct_id = incidents.assign_acct_id	Outer

Filters

Logical Expression: incidents.status_type = Unresolved

Type	Name	Prompt	Expression	Operator	Value	Data Type
Fixed	incidents.status_type...	= Unresolved	incidents.status_type	equals	Unresolved	Menu

Level: Grid Report

Columns

Heading	Expression	Data Type	Description
Full Name	accounts.full_name	Text	
# Incidents	count(incidents.i_id)	Integer	

Exhibit C

AcId: 101905

Tables

Table	Alias	Join condition	Type
Accounts	accounts		
Incidents	incidents	accounts.acct_id = incidents.assign_acct_id	Inner

Filters

Logical Expression: incidents.status_type = Unresolved

Type	Name	Prompt	Expression	Operator	Value	Data Type
Fixed	incidents.status_type...	= Unresolved	incidents.status_type	equals	Unresolved	Menu

Level: Grid Report

Columns

Heading	Expression	Data Type	Description
Full Name	accounts.full_name	Text	
# Incidents	count(incidents.i_id)	Integer	



Exhibit D

AcId: 101908

Tables

Table	Alias	Join condition	Type
Incidents	incidents		

Filters

Logical Expression: incidents.status_type = Unresolved

Type	Name	Prompt	Expression	Operator	Value	Data Type
Fixed	incidents.status_typ...	= Unresolved	incidents.status_type	incidents.status_type	equals	Unresolved Menu

Level: Grid Report

Columns

Heading	Expression	Data Type	Description
Full Name	incidents.assign_acct_id	Menu	
# Incidents	count(incidents.i_id)	Integer	

Exhibit E

AcId: 101909

Tables

Table	Alias	Join condition	Type
Accounts	accounts		
Incidents	incidents	accounts.acct_id = incidents.assign_acct_id	Inner

Filters

Logical Expression: incidents.status_type = Unresolved AND incidents.assign_acct_id != No Value

Type	Name	Prompt	Expression	Operator	Value	Data Type
Fixed	incidents.status_typ...	= Unresolved	incidents.status_type	incidents.status_type	equals	Unresolved Menu
Fixed	incidents.assign_acct...	!= No Value	incidents.assign_acct_id	incidents.assign_acct_id	not equals	No Value Menu

Level: Grid Report

Columns

Heading	Expression	Data Type	Description
Full Name	incidents.assign_acct_id	Menu	
# Incidents	count(incidents.i_id)	Integer	

Your manager asks you to create a report that shows every Staff Account and how many open incidents have been assigned to them. Which report definition meets this criteria?

- A. Exhibit A
- B. Exhibit B
- C. Exhibit C
- D. Exhibit D
- E. Exhibit E

Correct Answer: C

Explanation: Use inner join.

QUESTION 4

Your customer has team leads who are responsible for creating business rules and managing staff accounts. However,



they should not be allowed to create or modify any profiles.

Which two options should be used to configure the Navigation Set for these team leads?

- A. Keep the default Configuration items in the Configuration pane and let the profile handle this.
- B. Create a navigation set that only has "Rules" and all "Staff Management" items in the configuration pane.
- C. Add the Configuration item of Rules, and Staff Account by Group report into Home Tab and remove the default Configuration pane.
- D. Add the Configuration items of Workspace/Workflows, Rules, and Staff Account by Group Report into the Home Tab and remove default Configuration pane.

Correct Answer: AB

Note:

*The configuration tasks required when starting to use RightNow CX are:

1. Create Navigation Set
 2. Create Workspace (optional)
 3. Create Profile (associate Navigation Set and Workspace with the Profile)
 4. Create Staff Account (associate Profile with the Staff Account)
-

QUESTION 5

Your customer wants to implement a new business process. They have given you these requirements:

All contacts when created will have the contacts.c\$free_trial custom field set to NO (default in no value).

All contacts will be added to organization = "Temp".

All contacts with contacts.c\$free_trial = "Yes" will have an opportunity created that is assigned to "agent 1", with a status = "Lead" and territory = EMA?nited Kingdom.

Identify the three minimum rule types to be configured to meet the requirement.

- A. Chat Rules
- B. Contact Rules
- C. Incident Rule
- D. Opportunity Rules
- E. Organization Rules
- F. Survey Rules
- G. Task Rules

Correct Answer: BDE



B:Contact Rules Contact Rules are triggered when contact records are created or updated. For example, you can use contact rules to automatically apply service level agreements (SLAs) or to set fields based on how the record is created or updated

D:Opportunity Rules Opportunity rules are triggered when a sales opportunity is created or updated. You can use opportunity rules to notify managers when a sales opportunity reaches a certain status in your sales cycle

E:Organization Rules Organization Rules are triggered when organization records are created or updated. For example, you can use Organization Rules to notify support staff or accounts receivable when an organization record is created or updated

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