



# 1Z0-465<sup>Q&As</sup>

Oracle RightNow CX Cloud Service 2012 Essentials

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### QUESTION 1

Identify the four guidelines that are relevant with regard to web accessibility.

- A. Support increased text sizes.
- B. Ensure color alone is not used to convey content.
- C. Avoid background sound.
- D. Ensure no underlined content exists.
- E. Provide multiple methods for finding content.
- F. Ensure all alternate text is unused.

Correct Answer: ABCE

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### QUESTION 2

Your customer has asked you to create a report that will need to be sent to the executive management.

None of the receipts of this report has access to the system, and the same monthly report should be delivered to all recipients.

The management team frequently changes and your customer does not want to alter the report schedule after configuration.

After creating the report what two additional steps need to be taken?

- A. Create a schedule record for the report.
- B. Send a notification to the execution team that the report is available.
- C. Set the up staff accounts for the executive team.
- D. Create and add the distribution list to the schedule.
- E. Create a dashboard for the report.
- F. Upgrade the permissions for the report to include the executive team.

Correct Answer: AD

Note: \*Distribution Lists Email address lists that you can use when scheduling reports, configuring rule notifications, forwarding incidents and opportunities, and using CC and BCC in incident responses

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### QUESTION 3

Your customer has five active agents, one agent profile, three products, and three incident queues (queue1, queue2, and queue3).



Their incidents are directed to each queue based on their three products.

Each product is assigned a unique queue.

The priority of queue to be worked are queue 1, queue2, and queue3.

Identify which two items will solve this problem.

- A. Change the full policy for the agent profile to manual and instruct at least one of the agents to pull queue3.
- B. Change the pull policy for the agent profile to ""First Due.
- C. Create an escalation rule for the agent profile to "First Due".
- D. Create a new agent profile that has a reverse queue order and assign at least one agent to the new profile.

Correct Answer: CD

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#### QUESTION 4

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

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#### QUESTION 5

Your customer has asked that all of the knowledge base answers be updated with new address and contact details.

There are about 500 answers existing to date and your client informs that they will be moving again at the end of the year and do not have the man power to keep this up to date on an ongoing basis. Your client has three interfaces for each of their lines business that will all have different information.

What do you tell your client to configure?

- A. Search for all answers with the address and update them.



- B. Call support and have them run a search and replace on the database.
- C. Create variable and update all answers to include it.
- D. Create a standard text to include the new addresses and update all the answers to include it.

Correct Answer: D

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