1Z0-465 Q&As

Oracle RightNow CX Cloud Service 2012 Essentials

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QUESTION 1

You are updating the "Salesman" profile in a site where a new custom object has been created called CO.Salesman.

Your customer has requested their salesman to update record in this custom object.

What two settings in the "Salesmen" profile have to be updated to allow them access?

A. Contacts Tab: Select the Edit check box for Sales.

B. Custom Objects Tab: select the Read check box for package Name "CO" and object Name "Salesman".

C. Service Tab: select the Add/Edit check box for incidents.

D. Custom Objects Tab: select the update check box for package Name "CO" and object name "Salesmen"

E. Add a workspace for the Salesmen custom object.

F. Sales Tab: select the Edit check box opportunities.

G. Update the workspace for Opportunities.

Correct Answer: DE

QUESTION 2

Your customer wants agents to automatically receive an incident private note that explains how to handle specific responses from customers.

These incidents would be identified by specific terms in the subject line.

Select three steps needed to accomplish this.

A. Use an Incident Business Rule to append standard text to the uncommitted response buffer.

B. Add a workspace rule that checks for identified terms in the subject line.

C. Create Standard Text with instructions.

D. Use an Incident Business Rule to append standard text to Customer Thread.

E. Add the Standard Text as Private Note to Thread in the workspace rule.

Correct Answer: BCE

QUESTION 3

Your customer has over a thousand answers in their knowledgebase.

The keyword search report shows that some end customers are searching, using a misspelled word returning zero results.

The client does not want to edit all the answers to fix this situation.

Choose the option that will fix your customer\\'s issue.

A. Add the misspelled words to a custom field.

B. Add the misspelled words to the answer keyword.

C. Add the misspelled words to the stop word list.

D. Add the misspelled words to the alias file.

Correct Answer: D

Explanation: There are two files in particular that are especially important when configuring and tuning your knowledgebase, aliases.txt and exclude_answers.txt (aka stop words).

Aliases.txt - Use the Aliases.txt file in the File Manager, wordlist files to create synonyms.

Make sure you are using consistent terms in your Answers.

Adding misspellings to the Aliases.txt works very well, and presents people with Answers even if they make an common spelling error. it works very well.

If you add a misspelling to the keywords box, it only applies to that one single answer.

QUESTION 4

Your customer\\'s site consists of four business units using four different interfaces.

To avoid any configuration changes affecting other business units they have created four test environments for all system changes to be deployed and tested for each business unit before moving and changes into production.

Following the standard deployment method, how many deployments (excluding the copy between environments) must take place for the changes to be live in production, if they are customer portal changes for each of the four interfaces on

each of the four environments?

A. 28

B. 30

C. 32

D. 34

E. 36

F. 38

G. 40

Correct Answer: C

QUESTION 5

Identify which option describes a valid use of the disposition field.

A. Describe the topic of knowledgebase answers

B. Describe the classification of incidents

C. The customer selected the nature of the question

D. Describe the status of the customer question

Correct Answer: BD

Explanation: B: If agents are required to select from a certain subset of dispositions when solving incidents, you could create a workspacerule to make the Disposition field required and hide several of its itemswhen incidents are set to Solved.