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**QUESTION 1**

You want to implement a privileged list of answers on the customer portal but answers with the Access Level you have created are showing up for all customers.



What change can you make with the Answer Access Level shown to make it function correctly?

- A. There are too many access levels. One of those needs to be removed.
- B. The access level being created should not have the "Visible" check box selected.
- C. Nothing is wrong with the configuration set on the picture, so no changes are needed.
- D. Only the label of the access level needs to be inserted and then saved.

Correct Answer: B

QUESTION 2

An agent starts a chat conference. What must the agent do to leave the conference open between the customer and a second agent?

- A. The original agent can exit the chat as soon as the new agent accepts the conference.
- B. The customer must agree to new agent.
- C. The original agent must transfer the lead role.
- D. The original agent cannot leave the conference without closing the chat.

Correct Answer: C

QUESTION 3



Your customer would like a report that details out the response and resolution times of all their agents.

Select the five steps that will configure the system to meet your customer's reporting requirements. (Choose five.)

- A. Set the Response Time Variable to 1440 minutes in Variables.
- B. Set the Response Time Variable to 5 minutes in Variables.
- C. Add National Holidays to the system in Holidays.
- D. Set the Resolution Time to 1440 minutes in Response Requirements.
- E. Set the working hours Service Intervals in Response Requirements.
- F. Edit the incident reports to include their Response Requirements.
- G. Set the Response Time to 5 minutes in Response Requirements.
- H. Select the Holidays Observed in Response Requirements.

Correct Answer: DEFGH

QUESTION 4

A customer wants to change the following text on the receipt and ask submit page:

"Thanks for submitting your question. Use this reference number for follow up:#120728-000001

A member of our 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 did not know which message base you need to edit? (Choose two.)

- A. Submit an incident to customer care.
- B. Look for the message in the receipt email body.
- C. Identify the customer portal page that includes the text you want to change and identify the message base from within the code.
- D. Run a message base report and search for the text string you want to change.

Correct Answer: BC

QUESTION 5

Your customer has two different types of end customers that will be visiting their knowledgebase: free account and paid account.

They would like to present additional content inside the knowledgebase answers for paid account customers.



Choose two items that are required to set up this type of environment. (Choose two.)

- A. Assign both access levels to the answer access level.
- B. Create a conditional section with the answer and select an access level without interface visibility.
- C. Assign the access level without interface to the answer.
- D. Create an access level without interface visibility.
- E. Create a conditional answer status and assign it to the answers.
- F. Create a conditional section with the answer and select an access level with interface visibility.

Correct Answer: AF

QUESTION 6

Your customer would like to set up the following configuration:

If (or when) a customer replies to an agent's response to their original question, the end customer's incident must be assigned to any available agent.

The current setup leaves incidents assigned to the responding agent.

Select two configurations to enable the assignments to be correct.

- A. Escalate the incident after an hour in incident rules.
- B. Remove the incident agent assignment in incident rules.
- C. Assign the incident to the agent group in incident rules.
- D. Email the incident details to the agent group in incident rules.
- E. Enable the incident queue for "Round Robin logged in."
- F. Set the response option for reassign on response to "No Change."

Correct Answer: CE

QUESTION 7

Your customer has linked products and dispositions together on their site. On the agent's incident workspace the list of dispositions is not being filtered.

Select the two actions that will assist in troubleshooting this issue. (Choose two.)

- A. The client has not refreshed the incident in the incident workspace.
- B. The incident workspace does not have a filter workspace rule assigned.



- C. Your customer's agents must log out and log back in.
- D. The Auto-Build product-disposition links is not selected.
- E. The enable product-disposition linking is not selected.

Correct Answer: CE

QUESTION 8

Your customer has a special business process where their agents will put incidents into a waiting status for a period of one week on a regular basis.

Your customer would like these incidents to remain in the waiting status until the agent has finished researching the incident(s).

Your customer does not want these incidents to close until 7 calendar days have passed.

Which configuration setting needs to be modified from its default value in order to prevent the system from closing the waiting incident automatically?

- A. PURGE_DELETE_INCIDENTS
- B. DORMANT_INCIDENTS
- C. CI_WAITING_CALC_DAYS
- D. CI_HOURS
- E. MYQ_REOPEN_DEADLINE

Correct Answer: CD

QUESTION 9

You are working with a client to set up a new chat channel for their agents. Which four features would you configure in the chat workspace options? (Choose four.)

- A. Wrap Up Time.
- B. Prompt the agent to enter wrap up mode.
- C. Set Absent Interval for how long to wait without a response.
- D. Set the queue wait time interval.
- E. Create/associate related incident at the beginning of chat.
- F. Set Status to Solved for incidents created automatically.
- G. Set the Warning time for when to notify an agent when a response is received.

Correct Answer: ABEF

**QUESTION 10**

You want to find all Message Base entries that include the two words "create" and "incident." Which is the correct format for your search in the KEY field?

- A. create%incident
- B. %create% | %incident%
- C. %create incident%
- D. %create% and %incident%
- E. %create%incident%

Correct Answer: A

QUESTION 11

Your customer ships packages directly to customers using a trackable shipping method.

When an order is shipped, a tracking number is saved in an incident custom field.

In order to quickly respond to customers' questions about shipping status, your customer has requested that a hyperlink control be available on the incident workspace that will load the tracking details of the package associated with the incident when clicked.

The custom field details are below:

The URL your customer has provided for tracking is <https://widgetshippers.com/trackyourpackage?id=>

Of the available options, select the one that satisfies your customer's request.

- A. [https://widgetshippers.com/trackyourpackage?id=\\$p_icf_87](https://widgetshippers.com/trackyourpackage?id=$p_icf_87)
- B. [https://widgetshippers.com/trackyourpackage?id=incidents.c\\$tracking_id](https://widgetshippers.com/trackyourpackage?id=incidents.c$tracking_id)
- C. [https://widgetshippers.com/trackyourpackage?id=c\\$tracking_id](https://widgetshippers.com/trackyourpackage?id=c$tracking_id)
- D. [https://widgetshippers.com/trackyourpackage?id=incidents.c\\$tracking_id](https://widgetshippers.com/trackyourpackage?id=incidents.c$tracking_id)
- E. [https://widgetshippers.com/trackyourpackage?id=\\$icf_c\\$tracking_id](https://widgetshippers.com/trackyourpackage?id=icf_ctracking_id)

Correct Answer: D

QUESTION 12

Your client has VIP customers (all of which have a custom contact field of VIP set to 'Yes'). They want to



offer these customers a higher priority service on Chat.

You intend to do this with a VIP queue.

Which three steps do you also need to perform? (Choose three.)

- A. Set the Pull Policy to manual.. Create chat rules so that contacts with the VIP field set to '\\Yes\\' are routed to the VIP queue.
- B. Add the VIP queue to the profile of the agents that are taking chats.
- C. Move the VIP queue to the top of the queue list.
- D. Create incident rules so that contacts with the VIP field set to '\\Yes\\' are routed to the VIP queue.
- E. Create a rule to set an SLA.

Correct Answer: BCD

QUESTION 13

Your customer wants you to separate their contact records by department.

You determine that to enable this functionality, you need to implement a new custom field, and that the field will need to be available to agents to enter and maintain the values.

Select the four steps to accomplish this. (Choose four.)

- A. Create a navigation set that includes the "department" custom field.
- B. Create a "department" custom field in the incident table.
- C. Set the custom field data type to Text Field.
- D. Update the Contact Workspace with the new "department" custom field.
- E. Create a "department" custom field in the contact table.
- F. Add a name and a column name for the new custom field.

Correct Answer: BCEF

QUESTION 14

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

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. (Choose three.)

- A. Use the custhelp.com email address as the Reply To address.



- B. Create three service mailboxes on the console, and use SMTP forwarding from your customer's mail server.
- C. Use SMTP Forwarding from your customer's mail server to the default service mailbox.
- D. Use the Friendly From/ Branded Address.
- E. Use your customer's branded email address as the Reply To address.

Correct Answer: BCE

QUESTION 15

Your customer wants agents to respond to specific product questions in a uniform manner.

They interact with their customers through the customer portal, chat, and email. Some of the responses can be automated, so you set these responses as standard text.

Which three standard text types can you use? (Choose three.)

- A. Category Text
- B. Chat URL
- C. Incident Text
- D. Chat Text
- E. Product Text
- F. Answer Text
- G. Rule Text
- H. End User Text

Correct Answer: AEG

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