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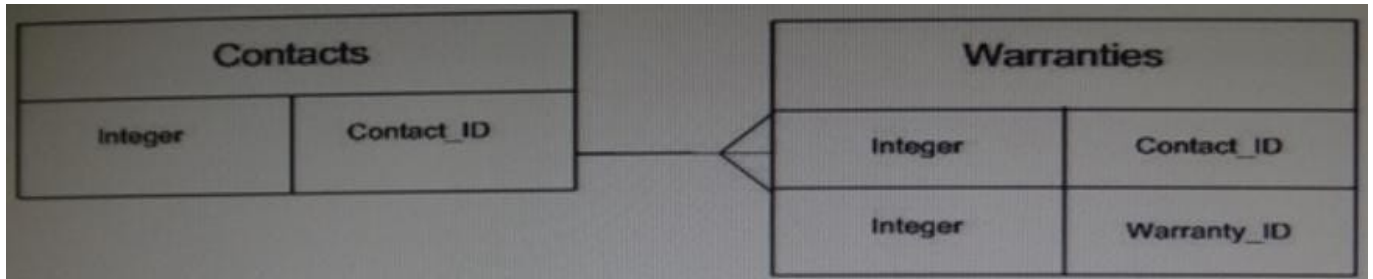Official Exam Center

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QUESTION 1

A client would like to edit a contact record and in addition add warranty Information.

Select the implementation steps required using the Custom object design below.

A. Insert the Warranties fields into the Contact workspace.

B. Insert the Warranties control into a tab in the Contact workspace.

C. Use the Warranties workspace and add the Contact control.

D. Insert a report control and assign a Warranties report into a tab in the Contact workspace

Correct Answer: A

QUESTION 2

Identify the three options available on the deployment screen in customer portal.

A. Rollback

B. Stage

C. Develop

D. Production

E. Promote

Correct Answer: ABE

QUESTION 3

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 incidentsand opportunities, and using CC and BCC in incident responses

QUESTION 4

Within the password configuration settings what does the grace period control?

A. The number of days after an account is locked when the user can request an online reset of his password

B. The number of days a notice is sent to the user before his password expires

C. The number of days after a password expires that the user can still log in before the account is locked

D. The number of days before a manager is noticed of a locked account

Correct Answer: C

Explanation: Grace period after expiration before account is locked.

QUESTION 5

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

QUESTION 6

Your customer shipspackages directlyto customersusing a trackable shipping method. When an order is shipped, a trackingnumber is savedin an incidentcustom field.

In order to quickly respond tocustomer\'squestions about shippingstatus,yourcustomerhas requestedthat a hyperlink controlbe availableon the incidentworkspace that will loadthe tracking detailsof the package associatedwith the incidentwhen clicked.

The custom field details are below:

Name: Tracking ID Data Type:Text Field Usage: Plain Text Default Value: Null Size ofField: 13 Column Name: tracking_id Custom Field ID: 87

The URL customer has provided fortrackingishttps://widgetshippers.com/trackyourpackage?id=

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

A. https://widgetshippers.com/trackyourpackage?id=incidents.c$tracking_id

B. https://widgetshippers.com/trackyourpackage?id=c$tracking_id

C. https://widgetshippers.com/trackyourpackage?id=$p_icf_87

D. https://widgetshippers.com/trackyourpackage?:id=incidents.c$tracking_id

E. https://widgetshippers.com/trackyourpackage?id=$icf_candtracking_id

Correct Answer: A

QUESTION 7

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 8

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

QUESTION 9

Your customer wouldlike you toalter the createaccount page.

```
1. <form id = "rn_CreateAccount" onsubmit = "return false;">
2.        <div id= "rn_ErrorLocation"> </div>
3.        <rn:Widget path= "Input/FormInput" name = "contacts.email"
          required = "true" validate_on_blur = "true" initial_focus = "true"/>
4.        <rn:widget path = "Input/FormInput" name = "contacts.login" required = "true" validate_on_blur = "true">
5.        <rn:condition config_check = "RNW_UI:EU_COST_PASSWD_ENABLED = = true">
6.        <rn:widget path = "input/FormInput" name = "contacts.password_new"/>
7.        <rn:widget path = "input/FormInput"
          Name = "contacts.password_veirfy"/>
8.        </rn:condition>
9.        <rn:widget path = "input/ContactNameInput" required = "true"/>
10.       <rn:wisget path = "input/CustomAllInput" table = "contacts"
          Always_show_mask = "true"/>
11.       <rn:widget path "input/FormSubmit"
          Label_button = "#rn:msg CREATE_ACCT_CMD#" on_success_url = "/app/account/overview"
          Error_location = "rn_ErrorLocation"/>
12. </form>
```

They would like you to changethe followingItems:

Custom fields: (display only these two fields) Contacts.free_trial (Not Required) Contacts.contact_okay (Not required)

Standard fields: Contact.email_alt1(Required) Contacts.email_alt2(Not required) Contacts.ph_mobile(Not required) Contacts.ph_home(Required) Name (Not required)

Identify the option thatcorrectlyreflects the changesrequested by the customer.

A.
```
<form id= "rn_CreateAccount" onsubmit= "return false;">
        <div id = "rn_ErrorLocation"> </div>
        <rn:widget path "Input/FormInput" name = "contacts.email"
Validate_on-blur = "true" required = "true" initial_focus = "true"/>
        <rn:widget path "input/FormInput" name = "contacts.email_alt1"
Validate_on_blur = "true" required = "true" initial_focus = "false" />
        <rn:widget path = "input/FormInput" name = "contacts.email_alt2"
Required = "false" validate_on_blur = "true" initial_focus = "false/">
<rn:widget path = "input/FormInput" name = "contacts.login"
Required = "true" validate_on_blur = "true"/>
        <rn:condition_config_check = "RNW_UI:EU_CUST_PASSWD_ENABLED = =
true">
        <rn:widget path = "input/FormInput" name = "contacts.password_new">
        <rn:widget path = "input/FormInput"
Name = "contacts.password_verify" />
<rn:widget path= "input/Form/Input" name "contacts.pg_home" required = "true"/>
<rn:widget path = "input/FormInput" name = "contacts.ph_mobile"/>
</rn:condition>
<rn:widget path = "Input/ContactNameInput"/>
<rn:widget = path = "input/FormInput" name = "contacts.c$free_trial"
Required = "false"/>
        <rn:widget path "input/CustomAllInput" table = "contacts"
always_show_mask "true"/>
        <rn:widget path = "input/FormSubmit">
Label_button = "#rn:msg: CREAT_ACCT_CMD#" on_success_url =
"/app/account/overview"
Error_location = "rn_ErrorLocation"/>
</form>
```

B.
```
<form id = "rn_CreateAccount" onsubmit = "return false:">
        <div id "rn_ErrorLocation"> </div>
        <rn:widget path = "input/FormInput" name = "contacts.all_email"
Validate_on_blur = "true" required = "true" initial_focus = "true"/>
        <rn:widget path = "input/FormInput" name = "contacts.login"
Required= "true" validate_on_blur = "true"/>
        <rn:condition config_check = "RNW_UI: EU_CUST_PASSWD_ENABLED = = true">
        <rn:widget path = "input/FormInput" name = "Contacts.password_new"/>
<rn: path = "input/FormInput"
Name = "contacts.password_verify"/>
<rn:widget path = "Input/FormInput" name = "contacts.ph_home" required = "true"/>
<rn:widget path = "input/FormInput" name = "contacts.ph_mobile" />
        </rn:condition>
<rn:widget path"input">
<rn:widget path = "input/FormInput" name = "contacts.c$free_trial" required = "false"/>
<rn:widget path = "input/FormInput" name = "contacts.c$free_trial" required = "false"/>
<rn:widget path = "input/FormInput" name = "contacts.c$contact_okay"
Required = "false">
/*
<rn:widget path = "input/CustomAllInput" table = "contacts" always_show_mask = "true"/>
*/
        <rn:widget path = "input/FormSubmit"
Label_button = "#rn:msg: CREATE_ACCT_CMD#" on_success_url= "/app/account/overview"
Error_location = "rn_ErrorLocation"/>
</form>
```

C.
```
<form id = "rn_CreateAccount" onsubmit = "return false;">
        <div id = "rn_ErrorLocation"> </div>
        <rn: widget path = "input/FormInput" name = "contacts.email">
Validate_on_blur = "true" required = "true" initial_focus = "true"/>
        <rn:widget path = "input/FormInput" name "contacts.email_alt1"
Validate_on_blur = "true" required = "true" initial_focus = "false"/>
<rn:widget path "input/FormInput" name = "contacts.email_alt2"
Required = "false" validate_on_blur = "true" initial_focus = "false"/>
<rn:widget path = "input/FormInput" name = "contacts.login"
Required = "true" validate-on_blur = "true"/>
        <rn:condition config_check = "RNW_UI:CUST_PASSWD_ENABLED = = true">
<rnwidget path = "input/ContactNameInput" required = 'false'/>
<rn:widget path = "input/FormInput" name = "contscts.password_new" />
<rn:widget path = "input/FormInput"
Name = "contacts.password_verify" />
<rn path = "input/FormInput" name = "contacts.ph_mobile" />
        </rn:condition>
<rn:widget path = "input/FormInput" name = "contacts.c$free_trial" required = "false" />
<rn:widget path = "input/FormInput" name = "contacts.c$contact_okay"
Required = "false" />
<rn:widget path = "input/FormSubmit' label_button = "#rn:msg:CREATE_ACCT_CMD#"
On_success_url = "/app/account/overview" error_location = "rn_ErrorLocation" />
</form>
```

D.
```
<form id = "rn_CreateAccount" onsubmit = "return false;">
        <div id = "rn_ErrorLocation"> </div>
        <rn:widget path = "input/FormInput" name = "contacts.email"
Validate_on_blur = "true" required = "true" initial_focus = "true" />
<rn:widget path = "input/textInput" name = "contacts.email_alt1"
Validate_on_blur = "true" initial_focus = "false" />
<rn:widget path = "inpu/textInput" name = "contacts.email_alt2"
Required = "false" validate_on_blur = "true" initial_focus = "false" />
        <rn:widget path = "input/FormInput" name "contacts.login"
Required = "true" validate_on_blur = "true" />
        <rn:condition config_check = "RNV_UI:EU_CUST_PASSWD_ENABLED = = true" >
<rn:widget path = "input/ContactNameInput" required = "true" />
<rn:widget path = "input/FormInput" name = "contacts.password_new" />
<rn:widget path = "input/FormInput" name = "contacts.password_verify" />
<rn:widget path = "input/FormInput" name = "contacts.ph_home" required = "true" />
<rn:widget path = "input/FormInput" name = "contacts.ph_mobile" />
        </ rn:condition>
<rn: Widget path = "input/textInput" name = "Contacts.c$free_trial" required = "true" />
<rn:widget path = "input/FormSubmit"
Label_button = "#rn:msg:CREATE_ACCT_CMD#" on_success_url = "/app/account/overview"
Error_location="rn+ErrorLocation" />
</form>
```

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: C

Explanation: contacts.email_alt1 OK.

contacts.email_alt2 OK.

Contacts.contact_okay OK.

Etc.

Incorrect:

Not A:Contacts.contact_okaynot specified.

Not B:contacts.email_alt1, contacts.email_alt2 not specified.

Not D:Contacts.contact_okaynot specified.

QUESTION 10

Your customer\\'s "Chat Survey Score" report contains valid records; however all of the average scores to be zero.

What two steps will correct this?

A. Add values to the Score field in the Survey Questions.

B. Ensure the survey\\'s questions are included In the "Chat Survey Score" report.

C. Update the Filters in the report.

D. Change the Survey questions to a Matrix type.

E. Refresh the Chat Survey report.

F. Change the format of the Average Score.

Correct Answer: DE

Note: *Survey Results by Chat Session shows your customers\\' responses to surveys they received after completing chat sessions. The report shows you the names of the surveys completed by the customers, the dates and times the survey responses were received, and the total score from each survey response.

*

Chat Survey Score Trend

Survey Score

Interval	Completed Sessions	Average Score
Sunday	1	8.00
Monday	23	8.09
Tuesday	33	8.06
Wednesday	25	7.64
Thursday	21	8.62
Friday	13	9.38
Saturday	0	0.00

This column shows how many survey recipients responded to the survey during the time period you are reporting on.

You can see the survey's average score for the time period here.

QUESTION 11

View the exhibits.

Exhibit A

AcId: 101907

Tables

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

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	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.assgn_acct_id	Inner

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	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.assgn_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.assgn_acct_id	Inner

Filters

Logical Expression: incidents.status_type = Unresolved AND incidents.assgn_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.assgn_acct... != No Value	incidents.assgn_acct_id	incidents.assgn_acct_id	not equals	No Value	Menu

Level: Grid Report

Columns

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

Your manager asks youto create a report that showsevery Staff Account and how manyopen incidentshave been assignedto them.Which report definitionmeets 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 12

Your customer is using standard statuses, status types, and the standard agent "My Inbox" report. Which two
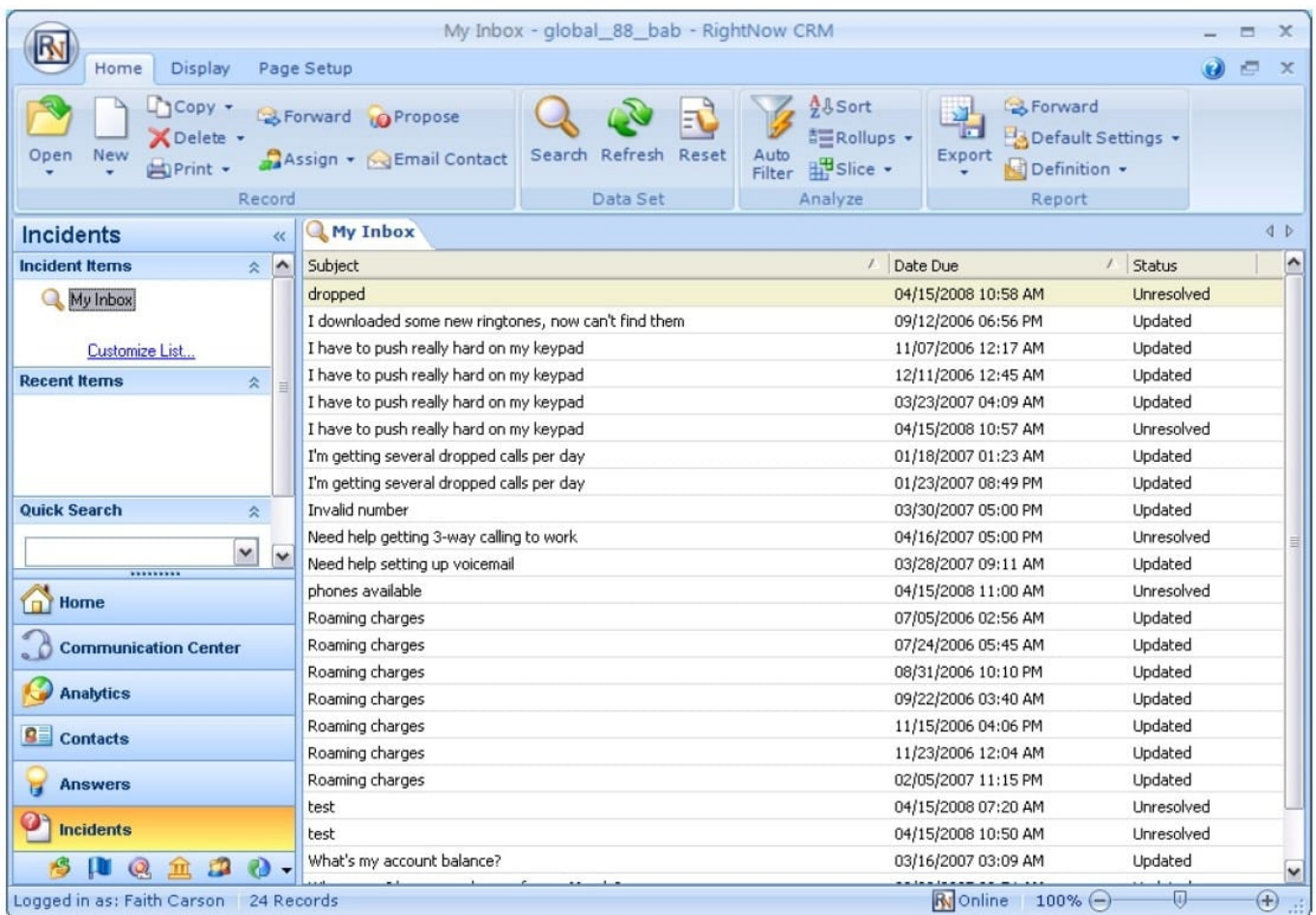
incidentstatus types will show up in the agent\'s "My Inbox" report?

A. Solved

B. Unresolved

C. Waiting

D. Updated

Correct Answer: BD

Explanation: See figure below. Figure: My Inbox Report

Note:

*Inbox--An agent\'s personal queue consisting ofall the incidents that have been assigned to theagent.

*Incidents can have one of the four default incident statuses, or they may have a custom status

defined by your RightNow administrator. The default statuses are Unresolved, Solved, Updated, and Waiting.

* Info:

Click this button to see details about the incident, including when it was created and last updated, the date when the initial response was due, the date of the initial response, the date of the last response, the closed date, the staff

member

who created it, and the incident ID. If the incident is in a rules state or has an escalation level, that information also appears.

QUESTION 13

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 14

Yourcustomer has five differentincidents queues:

Help Tier 2 Escaped Accounting VIP

The Help and VIP queueshave the quickestresponse goals.

Which two configurations will ensure that an agent\'s profile pulls incidents assigned these queues first using a single agent profile?

A. Create an agent profile to only work these two queues.

B. Add all five queues to the agent\'s profile.

C. Add all five queues to the agent\\'s profile with Helper and VIP being the first two in the list.

D. Use the First Due Pull Policy

E. Use the Strict Priority Pull Policy

Correct Answer: BE

QUESTION 15

Which two statements are true about the Oracle RightNow CX Cloud Service Application button?

A. Contains shortcuts for adding records and items to the knowledge base

B. Provides context-sensitive help

C. Provides quick access to any of the interfaces defined for your application

D. Can include shortcuts to commonly used reports

Correct Answer: CD