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Oracle RightNow CX Cloud Service 2012 Essentials

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QUESTION 1

In a Customer Portal design session, the customer explains to you that they have multiple brands, and that they have multiple websites to reflect these brands.

After reviewing the sites with the customer, you notice that each of the sites contain the same layout and content, but has different colors and branding, such as logos.

Which option allows for a consistent layout and dynamic branding?

A. Use a single theme across all Customer Portal pages, and implement templates dynamically.

B. Do not use a template, and implement themes dynamically.

C. Do not use a theme, and implement templates dynamically.

D. Use a single template across all Customer Portal pages, and implement themes dynamically.

Correct Answer: D

QUESTION 2

A customer wants to change the following text on the receipt and asksubmitpage:

"Thanks for submitting your question. Use this reference number for the follow up:

#120728-000001

A member of your 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 do not know which message base you need to edit?

A. Run a message base report and search for the text string you want to change.

B. Identify the customer portal page that includes the text you want to change and identify the message base from within the code.

C. Look for the message in the receipt email body.

D. Submit an incident to customer care.

Correct Answer: AB

QUESTION 3

Your customer has a single Service level Agreement and applies the service Level Agreement called Reseller when a contact is a reseller of their services.

These end customers often have their own ticketing system, and in order to capture the reseller\\'s ticket number, the customer has requested that their Ask page be upgraded to include an External Ticket Number custom field only when the logged in contact has a Service level Agreement that only a reseller would have.

Which two widgets or tags are used to complete your customer\\'s request?

A. Use the "Conditional" tag with an "sla" attribute.

B. Use the "FormInput" widget.

C. Use the "FormInputCustom" widget.

D. Use the "FormSubmit" widget.

E. Use the "Field" tag with the "name" attribute.

Correct Answer: AE

QUESTION 4

Incident#120703-002539 was submittedon Tuesday, July 3,2012at 1:00 pm.

At what time the initial Response Due (incidents.rel_due) field be stamped using the response requirements shown?

A. Tuesday, July 3, 2012 at 9:00 pm

B. Wednesday, July 4, 2012 at 12:00 pm

C. Thursday, July 5, 2012 at 12:00 pm

D. Thursday, July 5, 2012 at 1:00 pm

E. Saturday, July 7, 2012 at 12:00 pm

Correct Answer: C

Explanation: * From the exhibit we see that the response time is 480 minutes (6 hours).

*

From the exhibit we see that the resolution time is 1440 minutes (24hours). *incidents.rel_due is the result of the calculation that RN makes to tell you when an Incident is due for a response.

*

The best thing to do in this instance is adjust the response requirements and SLA level to suit. In the SLA edit function, you can tell the system the working hours that are used, i.e. Monday to Friday, 0900 - 1700. Also under the SLA edit, in Response Requirements you\\'ll see Response and Resolution Time. Set these to the working number of minutes. So, for example. If you did do 9-5 during a working day, you\\'re going to want to set this to 8x60x5 (2400). Also, do the same in the Response Requirements edit (above the Service Level Agreements in the Configuration tab).You\\'ll find both of these functions under Service in the Configuration tab.What this will do is tell the system to start counting, but only during working hours. So, if an incidentcomes in outside of your working hours, say 11pm, it won\\'t start the clock until 0900 the following morning.

QUESTION 5

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.
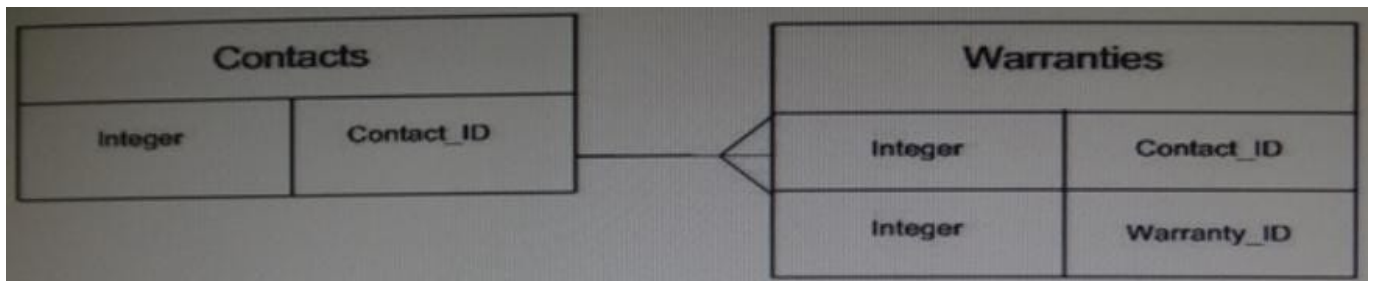
A. Insert the Warranties fields into the Contact workspace.

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 6

Which are two true statements about chat surveys?

A. You can create a chat rule to email a transactional survey to the customer at the end of a chat.

B. Sending a link to a survey can only be done by the agent during or at the end of chat.

C. You can create a chat rule to pop up a transactional survey at the end of a chat.

D. When displaying a link to a chat survey, customer information cannot be linked back to the chat.

Correct Answer: AC

Note: *Chat Surveys Oracle RightNow Chat Cloud Service facilitates real-time chat sessions between your agents and customers visiting your Website. Completion of a chat session is a prime time to gather feedback measuring the effectiveness of the chat channel and to gain deeper insight into your online customer experience. Configurable chat business rules enable you to present customers with a Website link survey when the chat session is complete or when the chat is canceled(C). A transactional survey may also be e-mailed to the customer after the chat is completed instead of "popping" the survey to the screen.(A)

*As part of the Oracle RightNow CX Cloud Service solution, there are at least 11 different ways to listen to your customers: transactional surveys, broadcast surveys, Website link surveys, chat surveys, voice surveys, surveys by proxy, answer feedback, site feedback, social monitor, support community, innovation community, and periodic review of incidents.

QUESTION 7

Your customer is a printing company and every knowledgebase article contains the word "print.

Which configuration will enable end customer searches to return a single knowledge article result when searching with "print"?

A. Add "print" using the stop word editor and add "print" to only one knowledgebase article keyword

B. Add "print" using the Stop word editor and add "print" to the alias file.

C. Add "print" to only one knowledgebase article keyword and add "print" to a search priority word and assign multiple answers.

D. Add "print" using the stop word editor and add "print" to a search priority word and assign one answer.

Correct Answer: D

Explanation: Search Priority Words editor. This feature of Oracle RightNow Knowledge Cloud Service used to be known as the Topic Words editor in versions released before May2010. This feature (see Figure below) is used to manually

show an answer at the top of all search results when a certain search term is entered. Entering a search priority word is helpful when you are confident that you know exactly which answer a customer wants to read when that person enters a

particular search term.

Widely using the Search Priority Words editor is not recommended; instead, use it sparingly for special situations, such as when you have an umbrella answer.

QUESTION 8

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 9

Identify the seven data types that are available as custom fields.

A. Text Area

B. Integer

C. Date Field

D. Currency

E. Date/Time

F. Text Field

G. Yes/No

H. Menu

I. Float

J. Multi Select Menu

Correct Answer: BCDEFGI

QUESTION 10

Your customerhas requested a workflow with the following requirements:

All workflows have a return event thatallows users to exit the workflow Every return eventleads to a wrap up script thatis positionedjust before theincident workspace Every exit takes the agent to theincidentworkspace Thereisa"return to script" button on the workspace to take the agent to a workspacelisting all availablescripts.

Identify the requirement that could not be met.

A. The workflow must take the agent to an incident workspace to finish their work.

B. The workflow must allow the agent to restart the workflow from the ending Initial workspace.

C. There must be a single script that all agents see to finish their conversation with the end customer.

D. The agent can exit any script in the workflow, go to the workspace, and return to the script page that they originally left from.

Correct Answer: D

Note: *Oracle RightNow Desktop Workflow Cloud Service helps agents switch context during interactions. WithOracle RightNow Desktop Workflow Cloud Service, you design workflows that span the ful interaction from start to finish. These interaction flows can present the agent with a sequence of workspaces and scripts dynamically as the context of the interaction evolves. As your workspaces become more tailored to specialized contexts, Oracle RightNow Desktop Workflow Cloud Service becomes an essential means of switching between workspaces

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QUESTION 11

During requirements gathering, your customer determines that since they will be directing customers to support pages from their website, they would like the default Home page to be removed.

Which three of the available options are required to complete this requirement?

A. Delete the home.php file from the customerportal site.

B. Update the config verb CP_Login_URL

C. Remove the "Home page" navigation option from the template file.

D. Update the config verb CP_HOME_URL.

E. Upgrade the site.css file to remove references to the Home page.

Correct Answer: CDE

QUESTION 12

You have created an add-in that utilizes the SOAP API, and uploaded it to the agent desktop and the incident workspace so that agents can access your custom product registration table.

The agents are getting an error when trying to use the add-in.

Which three permissions are required for an Agent to use an add-in an incident workspace?

A. Object Designer

B. Custom Object Read

C. Account Authentication

D. Session Authentication

E. Custom Object Create

Correct Answer: ACE

Explanation: C(not D):We have two types of authentication modes for Connect Web Services for SOAP. The original mechanism was simple Account username and password. A new mechanism (available since Aug 2011 release) is to support Add-Ins where the logged-in Account\\'s session can be used to authenticate. As noted the session-based authentication only works within the Add-In framework.

QUESTION 13

Your customer has a complex workspace that has 60 + tabs, 100 + data fields and over 200 + rules that are fired based on agent actions for their different business functions.

Your customer has told you that their workspace is painfully slow and the call center agents cannot do their work.

The customer would like to keep using a single profile for all their agents to simplify administration.

You have condensed many of the rules in the workspace into named events to try and speed things up, but on the call center agents\\' workstations its still just too slow.

Which three options will speed up the agents\\' workspace?

A. Reduce the number of tabs that need to be rendered

B. Utilize workflow to split the workspace into more than one

C. Reduce the number of data fields on the workspace

D. Utilize a single workspace per business function and assign it to the profile

E. Create workspace rules to hide unused tabs when the workspace loads.

Correct Answer: ACE

Explanation: *In many cases, a workspace contains many fields or controls that are applicable only in certain scenarios. Set the default state (visibility, required setting, and read-only setting) to match the most-common cases, and then use rules to handle the uncommon cases by dynamically showing/hiding/changing required or read-only settings. When using rules to show or hide multiple fields/controls, try to group these items onto tabs or panels and hide/show just that tab or panel. By following these best practices, you will make your rules easier to maintain and you will minimize workspace flickering that can happen when you first show and then hide fields and controls.

*Oracle RightNow Contextual Workspaces Cloud Service is a very powerful add-in option that gives you the ability to tailor your workspaces to meet complex enterprise business needs. It can also make your agents more productive, by providing them with what they need, when they need it. For example, you can show only the information and fields that are relevant, based on ?What type of interaction it is ?Who the customer is ?Who the agent is ?What is happening during the interaction

QUESTION 14

Yourcustomerwould likeyou to createa workflowfollowing these requirements:

Requirement 1:The workflowwill allow the agentto switch between workspacesby clickingthe "Select Workspace"button.

Requirement2:The agent can launch thescriptboth within theworkspace as well asby leaving theworkspacewhile stillinside the workflow.

Requirement 3:The workflowmust captureall phone data providedto the agent in their desktopsoftphoneapplication.

DSN

ANI Language Exit reason Transfer From Transfer Notes

Requirement 4:If a contact record exists,the workflowmust loadthe contactfound asthe contact for the incident. Requirement 5:If a contact recordis not found, the contact will be createdwith all the data captured from softphone. Your customer is not willingto purchase or deploycustomobjects to manageany data coming from their CTI integration.

Identify which three requirements can be accomplished through the use of standard workflow/workspace functionality.

A. Requirement 1

B. Requirement 2

C. Requirement 3

D. Requirement 4

E. Requirement 5

Correct Answer: ABD

Note:

*A desktop workflow is a sequence of workspaces, scripts, decisions, and actions ?even other embedded workflows

?that supports a business process. Using an intuitive design interface, you define a workflow by assembling a set of

elements into a logical order to form a flow diagram, then adding decision logic to advance the flow.

QUESTION 15

Yourcustomerhas askedthat all incidents be "scanned"for wordsthat may revolvearoundproductdefects andinjuresso that they canalerttheir risk management team of any possibleproduct issuesor liability. The customer accepts that 100%

accuracyis not available, and acceptsthat they willbe false positivesand a margin for error.

They have providedyou he followingwords to be "scanned":

Mouth

Jaw

Cheek

Jowl

Chin

Oral

Palate

The customer requiresthe following:

Match whole wordsonly

All validwordsmust be precededwith a space.

All valid wordsmust be spelledcorrectly.

All words must be directlyfollowed by a meta character in this list:

, {comma}

.{period}

\\'{single quote}

" {double quote}

; {semi colon}

: {colon}

{space}

! {exclamation point}

? {question mark}

and {ampersand}

You decide to use a regularexpressionto search for thesewords in all incoming emails.

^mouth [, | . |\\'|"|;|:||!|?|and]|\ jaw[|,|.|`|"|:|!|and]|\ cheek[, | ` | ; | : | | ! | ? | and]|\

jowl [,|.|`|;||!|?|and] | \chin$[,|.|`|"|;||!|?|and] | \oral [, | . | ` | " | : | | ? | and ] | \ pallate[,|.|`|"|:||!|? | and]| \

Identify the three words that will be correctly matched to this regular expression.

A. Mouth

B. Jaw

C. Cheek

D. Jowl

E. Chin

F. Oral

G. Palate

Correct Answer: BCD

Incorrect:

Not A: mouth will not match ^mouth

Not E: chin will not match chin$

Not G: palate will not match pallate