1Z0-465

Oracle RightNow CX Cloud Service 2012 Essentials

DEMO

QUESTION NO: 1

Your customer wants to measure agent performance based on feedback from their end customers.

If you end customer provides negative feedback, their incident needs to be reopened automatically. Identify three tasks to fulfill these requirements.

A. Create a broadcast survey.
B. Schedule a survey to run on a daily basis.
C. Set an incident business rule to send the survey when an incident is closed.
D. Create a new queue for unhappy customers.
E. Create a transactional survey.
F. Create a report of survey responses.
G. Assign score to the survey questions and set the status field based on the values of the responses.

Answer: C,E,G
Explanation:

QUESTION NO: 2

Your customer has asked you to configure profiles for an Oracle RightNow CX Cloud Service Engine implementation.

Your customer's requirements:

- There will be two queues.
- Allincidents will be pulled by the agents.
- Delivery is based on theduedate assigned to the incident.
- No agent will be allowed to work on more than five incidents at a time.

Select two configurations needed to accomplish this.

A. Set Pull Policy to Strict priority
B. Set Pull Policy to First Due
C. Set Pull Policy to Manual
D. Set Pull Quantity to 5
E. Set Inbox Limit to 5
F. Set Pull Quantity to 2
G. Set Inbox Limit to 2

Answer: C,D

Explanation: C: from scenario:Allincidents will be pulled by the agents.
D: from scenario:No agent will be allowed to work on more than five incidents at a time.

QUESTION NO: 3

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.

Answer: D,E
Explanation:

QUESTION NO: 4

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

Answer: A,C,E

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 NO: 5

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

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.

A. Create a "department" custom field in the incident table.
B. Set the custom field data type to Text Field.
C. Create a navigation set that includes the "department" custom field.
D. Update the Context 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.

Answer: A,B,D,F

Explanation:

Note:

*Custom Fields

Custom Fields are created in the knowledge base to allow the collection of business-specific information, to best meet the organization’s needs.

After being created, custom fields can be added to workspaces(D)and scripts, be used as search filters in reports, or as audience filters in RightNow Marketing and RightNow Feedback.

When creating a custom field, Admins can specify whether it is visible and editable on the Agent Desktop and, for some custom fields, visible and available to gather details on the Customer Portal.