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Exam : **1z1-325**

Title : Oracle RightNow Cloud
Service 2016 Implementation
Essentials

Vendor : Oracle

Version : DEMO

NO.1 Your customer has decided to enable an existing Custom Object to be used by the new "Tech Support" profile.

Which two options outline the steps that will enable the "Tech Support" profile to utilize the custom object?

(Choose two.)

- A. Update custom object permissions/update profile permissions/deploy custom object
- B. Update custom object permissions/add to workspace
- C. Update profile permissions/add to workspace
- D. Update profile permissions/deploy custom object/add to workspace
- E. Update custom object permissions/deploy custom object/add to workspace

Answer: A,E

NO.2 Your customer wants to use a single workflow for all profiles and has asked you to create a workflow that follows different workflows for different agents based on profile.

Your workflow starts with a script to identify the type of record the agent will be working on before it can split into different workflows.

Which two items enable you to accomplish this? (Choose two.)

- A. Set Field
- B. Decision Object
- C. Connector Condition
- D. Named Event
- E. Connector Events

Answer: D,E

NO.3 Select two statements that describe reasons why you would link products to categories. (Choose two.)

- A. It allows filtered product and category lists when creating answers.
- B. It simplifies reporting on answers and incidents products and categories.
- C. It allows filtering of category, based on the product selected on incident workspaces.
- D. It allows filtering of category, based on the product selected on customer portal pages.

Answer: A,C

NO.4 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. Set Status to Solved for incidents created automatically.
- B. Set the Warning time for when to notify an agent when a response is received.
- C. Set the queue wait time interval.
- D. Wrap Up Time.
- E. Set Absent Interval for how long to wait without a response.
- F. Create/associate related incident at the beginning of chat.
- G. Prompt the agent to enter wrap up mode.

Answer: A,D,F,G

NO.5 An incident needs to be assigned manually to an agent who is not listed on the assignment field menu.

Which three options do you need to verify so that the agent's name is displayed? (Choose three.)

- A. Verify that the agent is part of a distribution list.
- B. Check if a business rule is removing the agent's name from the assignment field.
- C. Verify if a workspace rule is hiding the agent's name from the assignment field menu.
- D. Check if the agent has an active (not disabled) user account.
- E. Verify in the agent's profile if the option "Appear in Menus" is selected.

Answer: A,C,D

NO.6 Your client decides not to use Groups when setting up staff accounts.

You are positive that groups should be set up. Therefore, you need to explain the advantages to your client.

Select two advantages of setting up groups. (Choose two.)

- A. routing incidents to groups with business rules
- B. assigning incident queues to a Group
- C. displaying group performance with analytics reports
- D. deactivating staff groups

Answer: B,D

NO.7 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:

- * Name: Tracking ID
- * Data Type: Text Field
- * Usage: Plain Text
- * Default Value: NULL
- * Size of Field: 13
- * Column Name: tracking_id
- * Custom Field ID: 87

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

Answer: B