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Exam : **1Z1-465**

Title : Oracle RightNow CX Cloud
Service 2012 Essentials

Vendor : Oracle

Version : DEMO

NO.1 When an incident is opened, your customer would like to have different workspaces open based on the six products that can be selected when an incident is submitted from the Ask A Question customer portal page.

When designing the workflow used to complete this requirement, which three elements are necessary?

- A. Entry Point
- B. Load
- C. Set Fields
- D. Decision
- E. Workspace

Answer: B,D,E

NO.2 Your customer has asked you to create a report that shows all incidents opened within the past month.

The report should show the following columns:

- Numberofincidents opened inthepast month
- Numberofincidents opened in the pastweek
- Numberofincidents openedin the pastday

Which two functions are needed in the expressions to create the three columns?

- A. NVL
- B. AVG
- C. IF
- D. DECODE
- E. SUM

Answer: C,E

Explanation:

Incorrect:

Not A:In Oracle/PLSQL, the NVL function lets you substitute a value when a null value is encountered.

Not D:DECODEcomparesexprto eachsearchvalue one by one. Ifexpris equal to asearch, then Oracle Database returns the correspondingresult. If no match is found, then Oracle returnsdefault.

If default is omitted, then Oracle returns null.

NO.3 Your customer has performed a search on the knowledgebase and has stated that they are getting strange results. Every time they search for the word "widget" the correct answer appears as the 10th answer on the search results and not at the top of the first page.

How can you increase the value of the word "widget" In the knowledgebase search results?

- A. Assign all products and categories to the knowledgebase answer.
- B. Set the display position to "Fix at top."
- C. Set the display position to "Place at top."
- D. Add the search term to the keyword field of the knowledgebase answer.

Answer: D

Explanation:

Incorrect: Not B: would ensure that widget would always be at the top over every list, but the value

of the word would not be affected.

NO.4 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

Answer: B,C,D,E,F,G,I

NO.5 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

NO.6 Identify the four guidelines that are relevant with regard to web accessibility.

- A. Support increased text sizes.
- B. Ensure color alone is not used to convey content.
- C. Avoid background sound.
- D. Ensure no underlined content exists.
- E. Provide multiple methods for finding content.
- F. Ensure all alternate text is unused.

Answer: A,B,C,E

NO.7 Identify the three options available on the deployment screen in customer portal.

- A. Rollback
- B. Stage
- C. Develop
- D. Production
- E. Promote

Answer: A,B,E

NO.8 You customer has added a new interface and requests that you set up three navigation sets and associate them with three profiles.

You log in with your original credentials and add the navigation sets.

When you edit the profile and select the dropdown for the new navigation set you don't see the navigation sets you just added.

Why can't you see the navigation set that should be displayed?

- A. The profile doesn't have permission to the new interface.
- B. You forgot to set the permission in the navigation set for the new interface.
- C. The interface was not installed correctly.
- D. You added the navigation set in the wrong interface.

Answer: A

Explanation:

Note:

*Navigation sets and custom workspaces are associated with profiles. A Profile has to have a Default Navigation Set.

*The following items must be created before adding profiles.

Navigation sets. Profiles without navigation sets do not allow access to reports and other components Custom workspaces (optional). If you use custom workspaces, we recommend creating them before creating profiles so you can assign workspaces to specific profiles.

*The configuration tasks required when starting to use RightNow CX are:

Create Navigation Set

Create Workspace (optional)

Create Profile (associate Navigation Set and Workspace with the Profile)