Oracle

Exam 1z0-465

Oracle RightNow CX Cloud Service 2012 Essentials

Version: 6.2

[Total Questions: 80]

Question No : 1

Your customer would like you to alter the create account 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 change the following Items:

    ✎ 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 that correctly reflects the changes requested 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

Answer: C

Explanation: contacts.email_alt1 OK.

contacts.email_alt2 OK.

Contacts.contact_okay OK.

Etc.

Incorrect:

Not A: Contacts.contact_okay not specified.

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

Not D: Contacts.contact_okay not specified.

Question No : 2

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

Question No : 3

Your customer is using standard statuses, status types, and the standard agent "My Inbox" report.

Which two incident status types will show up in the agent's "My Inbox" report?

A. Solved
B. Unresolved
C. Waiting
D. Updated

Answer: B,D

Explanation: See figure below.

Figure: My Inbox Report

Note:

* Inbox—An agent's personal queue consisting of all the incidents that have been assigned to the agent.

* 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 No : 4

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

Answer: B,C

Question No : 5

View the Exhibit.
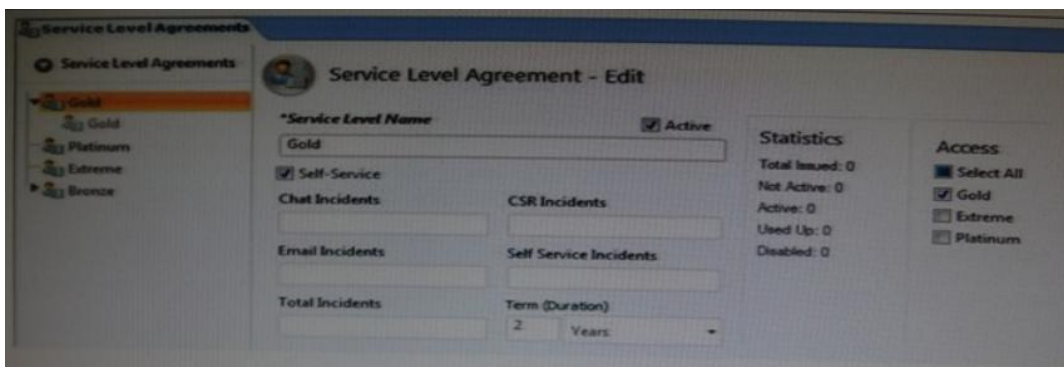
Your customer has "Gold" level SLAs being applied to organization automatically with an organization rule.

After six months the business decides to reduce the turnaround time for the response.

Instead of responding in 24 hours yours agents need to respond to the end customers within the business hours.

You modify the Gold SLA to reflect this change but you notice that the SLA reports are still using a 24 hours response time.

Which statement is correct?

A. Your site has been corrupted with "Ghost" SLAs (See Exhibit).
B. You have not activated the rules so the updated SLAs are not being applied.
C. Updating the SLA will not automatically update the organization's SLA.
D. The SLA reports will need to be modified to use the new SLA.

Answer: D

Question No : 6

Your customer has asked you to fulfill a list of requirements for their incident workspace.

The customer has explained that the following constraints will be place.

- ✎ All incidents received will via a web from that your customer manages which is automatically forwarded to the Oracle Rightnow CX Service mail server.
- ✎ All incident data will be formatted exactly in the same manner in each email using the following format:
- ✎ Last Name
- ✎ First Name
- ✎ Product
- ✎ Serial Number
- ✎ Question

Requirements:

- ✎ Create a tab with "Risk Management" data consisting of custom fields and custom object data, and hide it from all standard agents.
- ✎ If the serial number is greater than 500000 set the value of the custom field "Risk Management" Yes.
- ✎ Capture the "Product" field from the email and populate the product in the incidents.prod_id field.
- ✎ Capture the Last and First names from the email and populate the product contact.last_name and contacts.first_name fields.
- ✎ Create tabs for each product linking to the product information page on your customer's web site.

✎ Once the product has been set in the workspace open up the applicable tab automatically for the agent to view.

They have asked that no customization be part of the new workspace.

Identify the three requirements that are met using standard product features within the workspace.

A. Create a tab with "Risk management" data consisting of custom fields and custom object data, and hide it from all standard agents.
B. If the serial number is greater than 500000 set the value of the custom field "Risk management" = Yes
C. Capture the "Product" field from the email and populate the product in the incidents.prod_id field.
D. Capture the Last and First names from the email and populate the product in the contact.last_name and contacts.first_name fields.
E. Create tabs for each product linking to the product information page on the customer's web site.
F. Once the product has been set in the workspace open up the applicable tab automatically for the agent to view.

Answer: C,D,F

Question No : 7

Your customer would like to classify their incidents by the hierarchy of services they provide, and will route customer web form incidents to agents according to the type of help selected and by service in the hierarchy.

Select the two statements that would satisfy these requirements.

A. Use the product field to identify the services and the disposition field to identify the customer's incident type of help.
B. Use the product field to identify the services and the category field to identify the customer's incident type of help.
C. Use the product field to identify the services and an incident custom field to identify the customer's incident type of help.
D. Use the category field to identify the customer's incident type of help, and an incident custom field to identify the services.

Answer: B,C

Question No : 8

Your customer has previously allowed their end customers to be able to submit incidents only via an email mailbox into Outlook.

Now that they are developing Oracle RightNow CX Cloud Services and a Customer portal, they still need to allow emails to be submitted and have an incident created.

What two items must be enabled to meet this requirement?

A. EGW_ENABLED
B. EGW_AUTO_CONT_CREATE
C. EGW_UPDATE_BY_CREATE
D. EGW_SAVE_EMAIL_HEADERS
E. EGW_SECURE_UPDATE_ENABLED

Answer: A,B

Explanation: A: As long as you have EGW_ENABLED set to Yes then incidents should be updated when the customer replies to the email.

B: Note:
* If a customer has emailed in regarding a problem and you have EGW_AUTO_CONT_CREATE set to NO then the customer can't create an incident without first creating an account. Equally, with MYSEC_AUTO_CUST_CREATE the customer will need to have created an account before using 'Ask a Question'.

Interestingly if a customer emails in and EGW_AUTO_CONT_CREATE is set to YES then they will get a random password!

Question No : 9

Your customer wants to implement a new business process. They have given you these requirements: