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Exam : **1Z1-325**

Title : Oracle RightNow Cloud
Service 2016
Implementation Essentials

Version : DEMO

1.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. Wrap Up Time.
- B. Prompt the agent to enter wrap up mode.
- C. Set Absent Interval for how long to wait without a response.
- D. Set the queue wait time interval.
- E. Create/associate related incident at the beginning of chat.
- F. Set Status to Solved for incidents created automatically.
- G. Set the Warning time for when to notify an agent when a response is received.

Answer: A,B,E,F

2.Your customer wants to set CI_HOURS to 720 but they don't want to notify customers when the incident status automatically changes.

Which Contact Email Message should be turned off?

- A. Incident Solved
- B. Incident Waiting
- C. Incident Closed
- D. Incident Unresolved
- E. Question Receipt
- F. Rule Email

Answer: A

3.Your customer would like to automatically create incidents for any comments created on Social Media sites.

Which two Social Media options are available to create incidents in Oracle Service Cloud? (Choose two.)

- A. Google Plus Comments
- B. Instagram Comments
- C. Facebook Public Personal Page Comments
- D. Twitter Public Comments
- E. YouTube Comments
- F. Twitter Private Messages
- G. Facebook Fan Page Comments

Answer: C,D

4.Your customer wants agents to respond to specific product questions in a uniform manner.

They interact with their customers through the customer portal, chat, and email. Some of the responses can be automated, so you set these responses as standard text.

Which three standard text types can you use? (Choose three.)

- A. Category Text
- B. Chat URL
- C. Incident Text
- D. Chat Text
- E. Product Text
- F. Answer Text

G. Rule Text

H. End User Text

Answer: A,E,G

5. Your customer would like to run incident reports with up to five years of data on incidents and activity for a given agent regardless of whether an agent has left the company.

Your customer reuses licenses after staff members leave the company and will need to continue that practice.

Your customer is not sure what they need to do to keep from deleting data for agents that have left the company.

Identify which option would allow your customer to administer the staff accounts to enable the reporting abilities they require.

A. Disabled from Assignment

B. Disabled from Assignment and Report Filters

C. Permanently Disabled

D. Do not disable, but lock the staff account.

E. Reassign the old incidents to another staff account called Former Employee.

Answer: A