Testpassport問題集

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一年で無料進級することに提供する

Http://www.testpassport.jp

Exam : **1Z0-465**

Title : Oracle RightNow CX Cloud Service 2012 Essentials

Version : Demo

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: CEG

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.
- All incidents will be pulled by the agents.
- Delivery is based on the due date 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: CD

Explanation:

C: from scenario: All incidents will be pulled by the agents.

D: from scenario: No agent will be allowed to work on more than five incidents at a time.

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: DE

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: ACE
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.

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: ABDF
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.
Admins can also specify a data type for the field, choose whether the field is required or not, and set a default value.
Text field data types allow you to create an input mask to require that information entered in the field matches a defined format.
When Admins add or edit custom fields, those modifications may be completed in real time or scheduled and performed in the background.
* When adding custom fields, there are several visibility options. The visibility options define where and

how custom fields are presented on the Agent Desktop and the Customer Portal. For example, you can make a contact custom field visible to staff members when adding an incident, but restrict their ability to edit it.
Custom fields with end-user visibility are displayed on the Customer Portal. If you display a custom field that is not editable by customers, it does not appear on the Ask a Question page. There are other ways to determine visibility on the Customer Portal, such as widgets and page code.
Answer, incident, contact, opportunity, organization, sales quotes, and tasks custom fields must also be added to the appropriate record’s workspace.

6.Your customer has asked that all of the knowledge base answers be updated with new address and contact details. There are about 500 answers existing to date and your client informs that they will be moving again at the end of the year and do not have the man power to keep this up to date on an ongoing basis. Your client has three interfaces for each of their lines business that will all have different information.
What do you tell your client to configure?
A. Search for all answers with the address and update them.
B. Call support and have them run a search and replace on the database.
C. Create variable and update all answers to include it.
D. Create a standard text to include the new addresses and update all the answers to include it.
Answer: D

7.Your customer would like you to create a workflow following these requirements:
Requirement 1: The workflow will allow the agent to switch between workspaces by clicking the “Select Workspace” button.
Requirement 2: The agent can launch the script both within the workspace as well as by leaving the workspace while still inside the workflow.
Requirement 3: The workflow must capture all phone data provided to the agent in their desktop softphone application.
- DSN
- ANI
- Language
- Exit reason
- Transfer From
- Transfer Notes
Requirement 4: If a contact record exists, the workflow must load the contact found as the contact for the incident.
Requirement 5: If a contact record is not found, the contact will be created with all the data captured from softphone.
Your customer is not willing to purchase or deploy custom objects to manage any data coming from their CTI integration.
Identify which three requirements can be accomplished through the use of standard workflow/workspace functionality.
A. Requirement 1
B. Requirement 2

C. Requirement 3
D. Requirement 4
E. Requirement 5
Answer: ABD
Explanation:
Note:
* A desktop workflow is a sequence of workspaces, scripts, decisions, and actions – even other embedded workflows – that supports a business process. Using an intuitive design interface, you define a workflow by assembling a set of elements into a logical order to form a flow diagram, then adding decision logic to advance the flow.

8.Identify the three options available on the deployment screen in customer portal.
A. Rollback
B. Stage
C. Develop
D. Production
E. Promote
Answer: ABE

9.Your customer has a complex workspace that has 60 + tabs, 100 + data fields and over 200 + rules that are fired based on agent actions for their different business functions. Your customer has told you that their workspace is painfully slow and the call center agents cannot do their work. The customer would like to keep using a single profile for all their agents to simplify administration. You have condensed many of the rules in the workspace into named events to try and speed things up, but on the call center agents' workstations its still just too slow.
Which three options will speed up the agents' workspace?
A. Reduce the number of tabs that need to be rendered
B. Utilize workflow to split the workspace into more than one
C. Reduce the number of data fields on the workspace
D. Utilize a single workspace per business function and assign it to the profile
E. Create workspace rules to hide unused tabs when the workspace loads.
Answer: ACE
Explanation:
* In many cases, a workspace contains many fields or controls that are applicable only in certain scenarios. Set the default state (visibility, required setting, and read-only setting) to match the most-common cases, and then use rules to handle the uncommon cases by dynamically showing/hiding/changing required or read-only settings. When using rules to show or hide multiple fields/controls, try to group these items onto tabs or panels and hide/show just that tab or panel. By following these best practices, you will make your rules easier to maintain and you will minimize workspace flickering that can happen when you first show and then hide fields and controls.
* Oracle RightNow Contextual Workspaces Cloud Service is a very powerful add-in option that gives you the ability to tailor your workspaces to meet complex enterprise business needs. It can also make your agents more productive, by providing them with what they need, when they need it. For example, you can show only the information and fields that are relevant, based on

- What type of interaction it is
- Who the customer is
- Who the agent is
- What is happening during the interaction

10.A customer wants to change the following text on the receipt and ask submit page:
“Thanks for submitting your question. Use this reference number for the follow up: #120728-000001
A member of your support team will get back to you soon.
If you need to update your question and you already have an account, log in, click the Your Account tab, and select the question to open and update it.”
Which two actions will allow you to identify the correct message base item if you do not know which message base you need to edit?
A. Run a message base report and search for the text string you want to change.
B. Identify the customer portal page that includes the text you want to change and identify the message base from within the code.
C. Look for the message in the receipt email body.
D. Submit an incident to customer care.
Answer: AB

11.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.

12.Your customer runs a 24/7 call center and has a policy starting that incidents that agent’s solved by the end of an agent’s shift should be moved out of that agent’s inbox to be worked by another active agent.
Which two actions will accomplish this?
A. The agent does a multi-edit update for all incidents in their inbox and changes the assigned field to full.
B. The agent reassigns each incident to another agent before they log off.
C. Add a business rule that when an agent logs out, the Assigned field should be set to null for any unresolved incidents for that agent.
D. Create a workspace rule that sets the Assigned field to null when an agent logs out.
Answer: BC
Explanation:
Incorrect:

Not D: Use a business rule, not a workspace rule.

13.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: CDF

14.During requirements gathering, your customer determines that since they will be directing customers to support pages from their website, they would like the default Home page to be removed.
Which three of the available options are required to complete this requirement?
A. Delete the home.php file from the customer portal site.
B. Update the config verb CP_Login_URL
C. Remove the "Home page" navigation option from the template file.
D. Update the config verb CP_HOME_URL.
E. Upgrade the site.css file to remove references to the Home page.
Answer: CDE

15.Your customer wants to set a disposition and add specific standard text item automatically based on a given endpoint within guided Assistant path info the response thread.
What are the two steps required to complete this request?
A. Create a Named Event to fire each end point of the Guide.
B. Use an Incident Business rule to fire a named event and populate the standard text to the message thread.
C. Use Agent Workspace rule to populate the standard text to the message thread and set the disposition when the named event is fired.
D. Use Agent Workflow to populate the disposition and populate the standard text based on the named event in the guide.
E. Use a workplace rule to create a pop-up box reminding the agent to select the disposition and make the disposition field required on the incident workplace.
Answer: AC
Explanation:
Note:
* To create a simple rule using named events, open a test incident workspace and:
1. Create a rule to fire a named event:
1. Create a simple rule like: when Incident.Subject changes then fire a Named Event value "SubjectChanged".
2. To set the name of the named event, click on the link: "named event" in the "Then Actions" tab of the rule designer.
3. After this you will see the name you entered as the rule action, such as "This rule will fire SubjectChanged named event."
2. Create a second rule to take action on the named event from above:
1. Create a rule like: when "SubjectChanged" named event fires then set Incident Status = Updated.
2. To set the rule to fire on this named event, select "A named event fires" from the "When" tab of the rule designer.
3. Enter "SubjectChanged" as the named event value (to match the rule above).
4. Set a rule action (in the "Then Actions" tab of the rule designer) such as: set Incident Status = Updated.
When you test this workspace you should see that the incident status is set to "Updated" after you change the Incident subject.