

# QUESTIONS & ANSWERS

Kill your exam at first Attempt



1Z0-465 Dumps  
1Z0-465 Braindumps  
1Z0-465 Real Questions  
1Z0-465 Practice Test  
1Z0-465 dumps free



**Oracle**

# 1Z0-465

*Oracle RightNow CX Cloud Service 2012 Essentials*

<http://killexams.com/pass4sure/exam-detail/1Z0-465>



**QUESTION: 77**

Your customer has created a new script and has deployed it to the agents in their call center within their incident workflow. They have noticed an issue that all of their agents cannot end the script of the places that were designed to. Identify the two reasons for this.

- A. There are no exit or finished events being triggered on the script pages.
- B. The agents cannot get to the pages where they can end the script.
- C. There are no return events listed in the incident workflow for the script to use.
- D. There are no script beginning and ending buttons enabled for the script pages.

**Answer: B, C**

**QUESTION: 78**

Your customer is going to have three brand-related incident queues. They need to do an order routing of incidents created through an email channel to different queues. Identify the correct options to configure your routing rules for initial routing.

- A. Create a rule to route to each brand queue from the corresponding service mailbox in the “progress” state.
- B. Create a rule where if a subject contains the brand name, it should be routed to a brand queue.
- C. Create a rule to route to each brand queue from the corresponding service mailbox in the “initial” state.
- D. Create a rule where the sender’s domain = a branch, route the incident to the matching brand.

**Answer: C**

**QUESTION: 79**

View the exhibits.

## Exhibit A

AcId: 101907

### Tables

Table	Alias	Join condition	Type
Accounts	accounts		
Incidents	incidents	accounts.acct_id = incidents.assign_acct_id	Outer

Logical Expression  
incidents.status\_type = Unresolved

Join Filters

### Level: Grid Report

#### Columns

Heading	Expression	Data Type	Description
Full Name	accounts.full_name	Text	
# Incidents	count(incidents.i_id)	Integer	

## Exhibit B

AcId: 101906

### Tables

Table	Alias	Join condition	Type
Accounts	accounts		
Incidents	incidents	accounts.acct_id = incidents.assign_acct_id	Outer

### Filters

Logical Expression: incidents.status\_type = Unresolved

Type	Name	Prompt	Expression	Operator	Value	Data Type
Fixed	incidents.status_type = Unresolved	incidents.status_type	incidents.status_type	equals	Unresolved	Menu

### Level: Grid Report

#### Columns

Heading	Expression	Data Type	Description
Full Name	accounts.full_name	Text	
# Incidents	count(incidents.i_id)	Integer	

### Exhibit C

AcId: 101905

#### Tables

Table	Alias	Join condition	Type
Accounts	accounts		
Incidents	incidents	accounts.acct_id = incidents.assign_acct_id	Inner

#### Filters

Logical Expression: incidents.status\_type = Unresolved

Type	Name	Prompt	Expression	Operator	Value	Data Type
Fixed	incidents.status_type...	= Unresolved	incidents.status_type	equals	Unresolved	Menu

#### Level: Grid Report

##### Columns

Heading	Expression	Data Type	Description
Full Name	accounts.full_name	Text	
# Incidents	count(incidents.i_id)	Integer	

### Exhibit D

AcId: 101908

#### Tables

Table	Alias	Join condition	Type
Incidents	incidents		

#### Filters

Logical Expression: incidents.status\_type = Unresolved

Type	Name	Prompt	Expression	Operator	Value	Data Type
Fixed	incidents.status_type...	= Unresolved	incidents.status_type	equals	Unresolved	Menu

#### Level: Grid Report

##### Columns

Heading	Expression	Data Type	Description
Full Name	incidents.assign_acct_id	Menu	
# Incidents	count(incidents.i_id)	Integer	

### Exhibit E

AcId: 101909

#### Tables

Table	Alias	Join condition	Type
Accounts	accounts		
Incidents	incidents	accounts.acct_id = incidents.assign_acct_id	Inner

#### Filters

Logical Expression: incidents.status\_type = Unresolved AND incidents.assign\_acct\_id != No Value

Type	Name	Prompt	Expression	Operator	Value	Data Type
Fixed	incidents.status_type...	= Unresolved	incidents.status_type	equals	Unresolved	Menu
Fixed	incidents.assign_acct...	!= No Value	incidents.assign_acct_id	not equals	No Value	Menu

#### Level: Grid Report

##### Columns

Heading	Expression	Data Type	Description
Full Name	incidents.assign_acct_id	Menu	
# Incidents	count(incidents.i_id)	Integer	

Your manager asks you to create a report that shows every Staff Account and how many open incidents have been assigned to them. Which report definition meets this criteria?

- A. Exhibit A
- B. Exhibit B
- C. Exhibit C
- D. Exhibit D
- E. Exhibit E

**Answer:** C

**Explanation:**

Use inner join.

**QUESTION:** 80

Your customer has two different types of end customers that will be visiting their knowledgebase website. The types are “public customers” and “registered customers”. They would like to present additional knowledgebase answers to the registered customers.

Choose the two statements required to set up this type of environment.

- A. Set up an access level without customer visibility and assign it to the registered customer answers.
- B. Ensure registered customers in to the knowledgebase website and are assigned a service level with the access level to their account.
- C. Create special Products and Categories for the registered customer answers.
- D. Set up an access level without customer visibility and assign it to all the customer answers.
- E. Create a special public answer status for the registered customer answers.

**Answer:** B, C

For More exams visit <https://killexams.com/vendors-exam-list>



*Kill your exam at First Attempt....Guaranteed!*