Oracle RightNow CX Cloud Service 2013 Technical Essentials
Exam Study Guide

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Objective & Audience

Objective
Help you prepare to take the Oracle RightNow CX Cloud Service 2013 Technical Essentials (1Z0-480) exam by providing pointers to resources that you can use in your preparation.

Targeted Audience

• Technical Consultants
• Strong foundation and expertise in developing against the Oracle RightNow CX Cloud Service platform.
• Participated in Oracle RightNow CX Cloud Service implementations.
• Candidates must also have a deep knowledge of general Customer Experience practices and guidelines (multiple languages or geographies)
• Developers with both web usability and integration experience with both the database and the agent desktop
• Up-to-date training and field experience are recommended
Recommended Documentation

- Oracle RightNow CX Cloud Service November 2012 Online Documentation
- Oracle RightNow CX Cloud Service November 2012 ALL Documentation
- The Customer Portal Developer Overview
- Connect for PHP Developer Guide
- The Connect Desktop Add-In Framework (.NET) Developer Guide
- The Connect Desktop Integration (JavaScript) API Developer Guide
- Connect Web Services For SOAP Developer Guide
- The Connect Knowledge Foundation API Developer Guide
- The Chat Consumer Interface API Developer Guide
- The Chat Third Party Queue Integration APIs Developer Guide
- The Multi-Channel Toolkit Documentation
Exam Topics & Objectives

Exam Topics
Oracle RightNow CX Cloud Service 2013 Technical Essentials

The exam consists of nine topics:

1. Customer Portal - Tools
2. Customer Portal - Basic Customizations
3. Customer Portal - Widgets and Scripting
4. Customer Portal - Advanced Customizations
5. Integration & Customization - Agent Desktop
6. Integration & Customization - ROQL Queries
7. Integration & Customization - Connect Web Services for SOAP
8. Integration & Customization - Desktop Integration
9. Integration & Customization - General

Exam Objectives
The exam objectives are defined by learner or practitioner level of knowledge:

• **Learner-level**: questions require the candidate to recall information to determine the correct answer.

  Example: Define the term network.

• **Practitioner-level**: questions require the candidate to derive the correct answer from the application of their knowledge, which can only be attained by extensive experience with the product.

  Example: The client requests xyz functionality, would you recommend a, b or c?
Training Options

For each exam topic there have been identified alternative training options that are available at Oracle. The training options are divided into three categories:

• **Boot Camps**
  The Boot Camps are designed as a "jump start" training to enhance your skills by providing role-based training on industry-leading Oracle solutions and services. The boot camps are built as concise, intensive, and real-time training to give partners a competitive advantage as they prepare to build powerful solutions for their own customer base. Partners can choose to attend these boot camps in class or in a live virtual class format to maximize the effectiveness and the time allocated to training.

• **Instructor-Led Training (delivered by Oracle University)**
  Partners can take any publicly-scheduled Oracle University courses at steep discounts. Benefit from hands on experience to gain real working skill and work toward Oracle certifications.

• **Training On Demand**
  Oracle Partners can take any public Oracle University Training On Demand courses. Training On Demand allows students to get full classroom content online, anytime, anywhere. Training On Demand is high quality video streamed directly to your internet connected device, such as a PC or tablet. It also includes the Oracle University training guide, and access to a live lab environment so you can perform hands-on practice of the activities outlined in the course. New courses are regularly added, providing partners with the latest information and training to master new products or to increase proficiency on the new releases.

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**Topic 1: Oracle RightNow CX Customer Portal - Tools**

**Objectives**

- Site administration using Agent Desktop  
  - Learner
- Access CP admin area, identify CP environments and deployment process  
  - Learner

**Training Options**

- Instructor-Led Training (delivered by Oracle University)
  - RightNow Integration and Customization For Developers
  - RightNow Customer Portal for Developers

- Training On Demand
  - RightNow Integration and Customization For Developers
  - RightNow Customer Portal for Developers

**Sample Question(s)**

- Identify five items that describe functionality that is available in the Customer Portal Administration.
  
  A. Ability to view Customer Portal in development area
  B. Ability to add/remove Page Set Mappings
  C. Ability to add a Custom Field
  D. Ability to view Customer Portal in staging area
  E. Ability to deploy Custom Objects
  F. Ability to view Widget documentation
  G. Ability to deploy pages to different customer portal environments
  H. Ability to administer mailboxes
Topic 2: Oracle RightNow CX Customer Portal – Basic Customizations

Objectives

<table>
<thead>
<tr>
<th>Level</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Learner</td>
<td>• Describe the anatomy of a CP page</td>
</tr>
<tr>
<td></td>
<td>• Customize and manage Tags, conditions, variables, sprites, widgets, assets</td>
</tr>
<tr>
<td>Practitioner</td>
<td>• Describe the importance of Internationalization</td>
</tr>
<tr>
<td></td>
<td>• Customize and manage Templates, Pages, Themes</td>
</tr>
<tr>
<td></td>
<td>• Describe the importance of Accessibility</td>
</tr>
</tbody>
</table>

Training Options

• Instructor-Led Training (delivered by Oracle University)
  – RightNow Integration and Customization For Developers
  – RightNow Customer Portal for Developers

• Training On Demand
  – RightNow Integration and Customization For Developers
  – RightNow Customer Portal for Developers

Sample Question(s)

• You are working with the RightNow CX Customer Portal.
  – You are being tasked with making a code change, and tasked with making that change available to visitors to the RightNow CX Customer Portal pages.
  – Which three environments within the RightNow Customer Portal must you use?

A. Development
B. Testing
C. Staging
D. Production
E. Live

Objectives

- Describe the MVC design pattern and its advantages
- Create and manage a custom widget
- Setup and configure Syndicated widgets on an external page
- Describe Client-side scripting and their use in widgets
- Describe how event handling can be used for widget interaction
- Customize and manage a CP site
- Describe Controllers and their uses
- Advantages of using AJAX for widget/controller interaction

Level

- Learner
- Practitioner

Training Options

- Instructor-Led Training (delivered by Oracle University)
  - RightNow Integration and Customization For Developers
  - RightNow Customer Portal for Developers

- Training On Demand
  - RightNow Integration and Customization For Developers
  - RightNow Customer Portal for Developers

Sample Question(s)

You are asked to create three custom widgets on a page, the first widget will contain a text field, the second widget will contain a read-only text field and the third widget will have a submit button with the following requirement:

- When the user clicks on the submit button after entering some text into the text field on the first widget, the text must be copied into the text field on the second widget.
- How will you accomplish this task?

A. Use hardcoded widget id’s to pass data between the text field widgets on button click
B. Use custom events to pass data between the text field widgets on button click
C. Use custom model to pass data between the text field widgets on button click
D. Use hooks to pass data between the text field widgets on button click
Topic 4: Oracle RightNow CX Customer Portal – Advanced Customizations

Objectives

• Describe a model and its uses
• Describe the purpose of the RightNow Connect Common Object Model
• Describe the uses of RightNow Connect for PHP in CP
• What error handling methods are available in Connect for PHP?
• Creating Custom Objects
• Create and manage a custom widget to display a custom object field
• Setup and configure Encrypted Pass-Through Authentication
• Using Hooks within customizations

Level

Practitioner
Learner

Training Options

• Instructor-Led Training (delivered by Oracle University)
  – RightNow Integration and Customization For Developers
  – RightNow Customer Portal for Developers

• Training On Demand
  – RightNow Integration and Customization For Developers
  – RightNow Customer Portal for Developers

Sample Question(s)

• You are asked to create a custom web form to capture data in a custom object. Maintaining a model-view-controller structure where must you embed your Connect for PHP code to write data to the custom object?

  A. logic.js file of the submit button widget
  B. A custom controller called via AJAX when the submit button is clicked
  C. A custom model
  D. In a PHP script in the scripts/custom directory accessible via the File Manager as Customer Portal does not support this functionality
Topic 5: Oracle RightNow CX Integration & Customization - Agent Desktop

Objectives

- Searching for, Viewing, Editing, Creating, and Customizing Record Types
- Set up profile with SOAP and developer permissions
- Configure and manage custom fields
- Describe the purpose of the Object Designer
- What are Custom Objects and their uses
- What are the advantages of RightNow Connect webservices
- Describe the purpose of the RightNow Connect Common Object Model
- Using primary objects and sub-objects

Level

Learner
- Search for, Viewing, Editing, Creating, and Customizing Record Types
- Set up profile with SOAP and developer permissions
- Configure and manage custom fields
- Describe the purpose of the Object Designer
- What are Custom Objects and their uses
- What are the advantages of RightNow Connect webservices
- Describe the purpose of the RightNow Connect Common Object Model
- Using primary objects and sub-objects

Practitioner
- Search for, Viewing, Editing, Creating, and Customizing Record Types
- Set up profile with SOAP and developer permissions
- Configure and manage custom fields
- Describe the purpose of the Object Designer
- What are Custom Objects and their uses
- What are the advantages of RightNow Connect webservices
- Describe the purpose of the RightNow Connect Common Object Model
- Using primary objects and sub-objects

Training Options

- Instructor-Led Training (delivered by Oracle University)
  - RightNow Integration and Customization For Developers
  - RightNow Customer Portal for Developers

- Training On Demand
  - RightNow Integration and Customization For Developers
  - RightNow Customer Portal for Developers

Sample Question(s)

- A Custom Object that is a child object has an “Associative Join” to a Primary Object which is the parent. What happens when a record is deleted in the primary object?

  A. The corresponding record in the custom object will not be deleted.
  B. The corresponding record in the custom object will be deleted.
  C. The system will not allow the record in the primary object to be deleted.
  D. The system will allow the record in the primary object to be deleted only after the corresponding record in the custom object is deleted.
Topic 6: Oracle RightNow CX Integration & Customization - ROQL Queries

Objectives
- Executing ROQL Queries
- Using custom fields and custom objects accessed in ROQL
- Describe the purpose of Special Queries and their uses

Level
- Practitioner

Training Options
- Instructor-Led Training (delivered by Oracle University)
  - RightNow Integration and Customization For Developers
  - RightNow Customer Portal for Developers
- Training On Demand
  - RightNow Integration and Customization For Developers
  - RightNow Customer Portal for Developers

Sample Question(s)
- In a ROQL query, what is the purpose of a user defined alias?

  A. Allow easy pagination
  B. Make the query more readable
  C. Allow access to internal functions
  D. Ensure the query is not blacklisted
Objectives

- CRUD Operations using Web Services for SOAP
- Generating Bulk, Batch and Chain Operations
- Run Analytics Reports using Connect for SOAP
- Getting Values for NamedID Objects

Level

Learner

Practitioner

Practitioner

Training Options

- Instructor-Led Training (delivered by Oracle University)
  - RightNow Integration and Customization For Developers
  - RightNow Customer Portal for Developers

- Training On Demand
  - RightNow Integration and Customization For Developers
  - RightNow Customer Portal for Developers

Sample Question(s)

- In the Connect Web Services API, what two properties are available for the CreateProcessingOptions method?

  A. SuppressExternalEvents
  B. SuppressCustomObjects
  C. SuppressErrors
  D. SuppressRules
  E. SuppressWarnings
Objectives

- Describe the purpose of the RightNow Desktop Add-In Framework
- Add-in Deployment Methods
- Working with Records and Automation
- Describe the troubleshooting methods for add-in’s
- Connect Web Services for SOAP with Add-Ins

Training Options

- Instructor-Led Training (delivered by Oracle University)
  - RightNow Integration and Customization For Developers
  - RightNow Customer Portal for Developers
- Training On Demand
  - RightNow Integration and Customization For Developers
  - RightNow Customer Portal for Developers

Sample Question(s)

- On the CX Agent Desktop, what is the purpose of the safe mode?

  A. Safe mode allows the desktop add-ins client to launch without loading any add-ins
  B. Safe mode allows developers to test add-ins without having to upload the add-ins to the server
  C. Safe mode allows the Add-In Logging button to be added to the application menu
  D. Safe mode allows users to know which add-ins are currently executing and which add-ins are not enabled for the given profile
# Topic 9: Oracle RightNow CX Integration & Customization - General

## Objectives
- Customizing Mobile Sites and pageset mappings
- Working with Custom Process Models
- Working with SAML Integrations
- Configuring CP Security
- Usage of Session management
- Understanding Clickstream and reporting
- Implementing Secure coding methods and practices within the RightNow CX Framework
- Understanding the Knowledge Foundation API
- Using the Scripts/custom folders
- Understanding customization within a PCI environment
- Understanding Basic debugging

## Level
- Practitioner
- Learner

## Training Options
- Instructor-Led Training (delivered by Oracle University)
  - RightNow Integration and Customization For Developers
  - RightNow Customer Portal for Developers
- Training On Demand
  - RightNow Integration and Customization For Developers
  - RightNow Customer Portal for Developers

## Sample Question(s)
- The logMessage() function allows you to ______.
  - A. write a custom message to the RightNow Info Log accessed via the Agent Desktop
  - B. write a custom message to the CodeIgniter log files
  - C. write a custom message to the Customer Portal Log accessed via the Agent Desktop
  - D. write a custom message to a log file accessed via Logs->Deployment Logs in the Customer Portal Administration area
  - E. write a custom message to a log file accessed via Logs->Debug Logs in the Customer Portal Administration area
  - F. write a custom message to a log file determined by the CP_LOGFILE_PATH configuration setting
Exam Registration

- **How to register for the exam?**
  You can register for all Oracle certification exams with Pearson VUE. Before a registration can be submitted, a Pearson VUE profile must be created using your Company ID. Your Company ID can be obtained by contacting your local Oracle Partner Business Center or by signing in to your OPN account. Your Company ID is located in the section on the right under "Company information".

  Please follow these instructions in order to properly set-up your Pearson VUE account for the first time.

- **Have you completed an Oracle Certification Exam in the past?**
  Due to systems enhancements, each partner who has completed an Oracle Certification Exam will need to update their Pearson VUE profile in order to receive credit and for those records to appear in the OPN Competency Center.

- **How to get full recognition as Certified Implementation Specialist?**
  To get full recognition as a Certified Implementation Specialist you need to:
  A. Update your Pearson VUE profile with your Company ID
  B. Activate your Certview Account

  Please follow these instructions and your records will be properly recorded.
SOFTWARE. HARDWARE. COMPLETE.