Oracle Service Cloud (RightNow) Administration

User interface and core object fundamentals

- Oracle Service Cloud application overview
- Agent Desktop and Browser User Interface
- Exploring Incidents
- Customer Portal

Initial Setup

- Navigation sets, profiles, permissions, and queues
- Staff accounts, groups, and passwords
- Customizable menus and values
- Configuration Settings
- Products, Categories and Dispositions
- Incident Queues
- Implementation Planning and Upgrades Overview

Automation functionality and Assistance

- Business rules (states, functions, variables, conditions, expressions, and actions)
- Workspaces (displaying and editing records)
- Workspace rules and triggers (dynamically adjust display, behavior, and values)
- Workflows
- Agent Scripts
- Guided Assistance

Knowledge Foundation

- Answers
- Knowledge Management and Tuning

Customer and Agent Interactions

- Message bases, message templates, notifications, emails, and tracking
- Surveys and results
- Chat
- Mail and Mailboxes
- Community Self Service
- Advanced Routing for Chat and Incidents

Introduction to Analytics

- Standard Reports
- Custom Reports