

# Oracle RightNow cheat sheet

## Global

|     |                                                                                              |
|-----|----------------------------------------------------------------------------------------------|
| F3  | Move to first field in Quick Search                                                          |
| Esc | Close window (only acts on windows not docked to the console -- does not affect docked tabs) |

## Adding new item

|                  |                  |
|------------------|------------------|
| Ctrl + Shift + I | New incident     |
| Ctrl + Shift + A | New answer       |
| Ctrl + Shift + C | New contact      |
| Ctrl + Shift + O | New organization |
| Ctrl + Shift + P | New opportunity  |
| Ctrl + Shift + T | New task         |
| Ctrl + Shift + G | New campaign     |
| Ctrl + Shift + M | New mailing      |
| Ctrl + Shift + D | New document     |
| Ctrl + Shift + Y | New survey       |
| Ctrl + Shift + R | New report       |
| Ctrl + Shift + B | New dashboard    |

## Switching tabs

|                    |                                                  |
|--------------------|--------------------------------------------------|
| Ctrl + Tab         | Return to previous content pane tab in history   |
| Ctrl + Shift + Tab | Move forward to next content pane tab in history |

## Text editing

|                                 |                                     |
|---------------------------------|-------------------------------------|
| Ctrl + C                        | Copy                                |
| Ctrl + X                        | Cut                                 |
| Ctrl + V                        | Paste                               |
| Ctrl + A                        | Select all                          |
| Ctrl + Left arrow / Right arrow | Move forwards or backwards one word |

## Editing records

|                  |                      |
|------------------|----------------------|
| Ctrl + N         | New (same item type) |
| Ctrl + S         | Save                 |
| Ctrl + Shift + S | Save and close       |

|          |             |
|----------|-------------|
| F12      | Save as     |
| F7       | Spell check |
| Ctrl + I | Information |
| Ctrl + P | Print       |
| Del      | Delete      |
| Ctrl + F | Forward     |
| F1       | Help        |

## Explorers and reports

|                   |                                  |
|-------------------|----------------------------------|
| Ctrl + N          | New (uses default new selection) |
| Ctrl + A          | Assign                           |
| F5                | Refresh                          |
| Ctrl + E or Enter | Edit selected item               |
| Ctrl + F          | Find (in an explorer)            |
| Ctrl + F          | Forward (from a report)          |
| F2                | Rename                           |
| Ctrl + R          | Refresh                          |
| Ctrl + C          | Copy                             |
| Ctrl + P          | Print                            |
| Del               | Delete                           |
| F1                | Help                             |

Source

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More information: [defkey.com/oracle-rightnow-shortcuts](http://defkey.com/oracle-rightnow-shortcuts)

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