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 + İ	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*

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