



Oracle RightNow Shortcuts for Windows

No.	Action	Windows Shortcuts	Section
1	New incident	Ctrl + Shift + I	Adding New Item Shortcuts
2	New answer	Ctrl + Shift + A	Adding New Item Shortcuts
3	New contact	Ctrl + Shift + C	Adding New Item Shortcuts
4	New organization	Ctrl + Shift + O	Adding New Item Shortcuts
5	New opportunity	Ctrl + Shift + P	Adding New Item Shortcuts
6	New task	Ctrl + Shift + T	Adding New Item Shortcuts
7	New campaign	Ctrl + Shift + G	Adding New Item Shortcuts
8	New mailing	Ctrl + Shift + M	Adding New Item Shortcuts
9	New document	Ctrl + Shift + D	Adding New Item Shortcuts
10	New survey	Ctrl + Shift + Y	Adding New Item Shortcuts
11	New report	Ctrl + Shift + R	Adding New Item Shortcuts
12	New dashboard	Ctrl + Shift + B	Adding New Item Shortcuts
13	Copy	Ctrl + C	Text Editing Shortcuts
14	Cut	Ctrl + X	Text Editing Shortcuts
15	Paste	Ctrl + V	Text Editing Shortcuts
16	Select all	Ctrl + A	Text Editing Shortcuts
17	Move forwards one word	Ctrl + Left Arrow key	Text Editing Shortcuts
18	Move backwards one word	Ctrl + Right Arrow key	Text Editing Shortcuts
19	New (same item type)	Ctrl + N	Editing Records Shortcuts
20	Save	Ctrl + S	Editing Records Shortcuts
21	Save and close	Ctrl + Shift + S	Editing Records Shortcuts
22	Save as	F12	Editing Records Shortcuts
23	Spell check	F7	Editing Records Shortcuts
24	Information	Ctrl + I	Editing Records Shortcuts
25	Print	Ctrl + P	Editing Records Shortcuts
26	Delete	Delete	Editing Records Shortcuts
27	Forward	Ctrl + F	Editing Records Shortcuts
28	Help	F1	Editing Records Shortcuts
29	New (uses default new selection)	Ctrl + N	Explorers and Reports Shortcuts
30	Assign	Ctrl + A	Explorers and Reports Shortcuts
31	Refresh	F5	Explorers and Reports Shortcuts
32	Edit selected item	Ctrl + E	Explorers and Reports Shortcuts
33	Find (in an explorer)	Ctrl + F	Explorers and Reports Shortcuts
34	Forward (from a report)	Ctrl + F	Explorers and Reports Shortcuts
35	Rename	F2	Explorers and Reports Shortcuts
36	Refresh	Ctrl + R	Explorers and Reports Shortcuts
37	Copy	Ctrl + C	Explorers and Reports Shortcuts
38	Print	Ctrl + P	Explorers and Reports Shortcuts
39	Delete	Delete	Explorers and Reports Shortcuts
40	Return to previous content pane tab in history	Ctrl + Tab	Other Oracle RightNow Shortcuts
41	Move forward to next content pane tab in history	Ctrl + Shift + Tab	Other Oracle RightNow Shortcuts
42	Move to first field in Quick Search	F3	Other Oracle RightNow Shortcuts
43	Close window	Esc	Other Oracle RightNow Shortcuts

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