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QUESTION 1

Your customer has the following requirement: when filtering service requests an agent wants to see by default all those service requests that are "New", whose channel type is "Web", and are assigned to them.

Which five activities should be completed by an agent on the SR list page in order to create an appropriate personalized service request search filter?

- A. In Advanced Search, confirm Record Set = Assigned to Me.
- B. Change the section identified with Status = New
- C. In Advanced Search, save and select the "Set as Default" box.
- D. In Advanced Search, select Action > Update.
- E. Click the Show Advanced Search icon.
- F. In Advanced Search, Add Channel Type = Web.

Correct Answer: ABCEF

QUESTION 2

Your client needs to associate a product item to a product group but cannot make the association. What should you check to identify the cause?

- A. Validate that the product item is active and published.
- B. Verify that Eligible for Service is selected on the product item.
- C. Verify that Root Catalog is selected on the product groups.
- D. Validate that AllowDuplicate is selected on the product item.

Correct Answer: A

QUESTION 3

Which two are true characteristics about the lifecycle of a service request?

- A. If required, users can manually set the "Closed" status for a service request.
- B. Users can reopen a service request when the status is set to "Closed".
- C. Users can reopen a service request when the status is set to "Resolved".
- D. "Closed" status is set by an automatic job after a specified number of days.
- E. "Customer working" is one of the five seeded status types.



Correct Answer: CD

QUESTION 4

You created two assignment rules for service requests using the Use Score option. For some service requests both rules return a result with the same total points.

What will be the expected result in the assignment of a queue for these service requests?

- A. An error will occur; no queue is assigned to the service request.
- B. The queue defined in the first evaluated rule is always assigned to the service request.
- C. The queue defined by default is the one assigned to the service request.
- D. The service request assignment will be unpredictable.

Correct Answer: B

QUESTION 5

You have been asked to manage the availability of Knowledge articles. The requirement is that agents, internal users, and external users should all have a way of accessing the articles.

Which three options achieve your customer's requirement?

- A. Make them available to external users by giving them access to the internal "My Knowledge" page.
- B. Make them available externally to customers via My Digital Customer Service (DCS).
- C. Make them available to employees and agents via My Knowledge.
- D. Make them available internally to agents as part of the Service Request Knowledge Panel.
- E. Make them available for users with the "Knowledge Analyst" and "Knowledge Manager" roles only.

Correct Answer: BCE

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