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QUESTION 1

Which two actions can you takewhen using Application Composer to create a new Trouble Ticket object?

A. You can create a field rule or a field trigger on a field of the Trouble Ticket object but not both on the same field.

B. You can create a trigger on the Trouble Ticket object usingthe Upon Import Into Database trigger event to update the custom "OpenTroubleTickets" of the Account object.

C. You can set a field rule to validate that the Priority field of the Trouble Ticket object is between 1 and 5

D. You can set an object rule to validate that a Trouble Ticket of Priority 1 cannot be saved without being assigned to a staff member.

Correct Answer: BC

QUESTION 2

Which is the main reason for this issue?

A. There are no specific e-mail tasks available.

B. The environment was not provisioned correctly and the service module is missing.

C. The team members don\\'t have the Email Administrator Role provisioned.

D. Theteam members have not established the e-mail feature on the Offerings page.

Correct Answer: D

QUESTION 3

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 queuefor 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 servicerequest.

D. The service request assignment will be unpredictable.

Correct Answer: B

QUESTION 4

Which three steps are required to configure the system to send an email notification when a milestone has reached warning status?

A. Add an extension column to the milestone object to hold the warning threshold value.

B. Configure an analytics report showing milestones in warning status.

C. Specify the warning threshold for the milestone in the standard coverages.

D. Create standard text to be posted to the message thread.

E. Configure the email template to be used for notification.

F. Configure an object workflow action to send the email when the milestone status changes to warning.

Correct Answer: BCE

QUESTION 5

Your client needs to associate a product item to a product group but cannot make the association. Whatshould 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

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