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QUESTION 1

You created a broadcast survey using the advance survey editor. The survey has a web page and four survey pages.

When you preview the survey you have trouble getting the survey to move between the survey pages. Which item will enable you to navigate the survey as designed?

- A. Web Page Links
- B. Next and Submit Buttons
- C. Decision or Case Statements
- D. Survey Template
- E. Redirect URL
- F. Standard Connectors

Correct Answer: F

QUESTION 2

Your client has VIP customers (all of which have a custom contact field of VIP set to '\\Yes\\'). They want to offer these customers a higher priority service on Chat.

You intend to do this with a VIP queue.

Which three steps do you also need to perform? (Choose three.)

- A. Set the Pull Policy to manual.. Create chat rules so that contacts with the VIP field set to '\\Yes\\' are routed to the VIP queue.
- B. Add the VIP queue to the profile of the agents that are taking chats.
- C. Move the VIP queue to the top of the queue list.
- D. Create incident rules so that contacts with the VIP field set to '\\Yes\\' are routed to the VIP queue.
- E. Create a rule to set an SLA.

Correct Answer: BCD

QUESTION 3

Which incident field is designed to be used by your customer to standardize tracking of how incidents are resolved?

- A. SLA Instance
- B. Response Message



- C. Severity
- D. Disposition
- E. Source

Correct Answer: D

QUESTION 4

Your customer has decided to enable an existing Custom Object to be used by the new "Tech Support" profile.

Which two options outline the steps that will enable the "Tech Support" profile to utilize the custom object? (Choose two.)

- A. Update profile permissions/deploy custom object/add to workspace
- B. Update custom object permissions/update profile permissions/deploy custom object
- C. Update custom object permissions/deploy custom object/add to workspace
- D. Update profile permissions/add to workspace
- E. Update custom object permissions/add to workspace

Correct Answer: BC

QUESTION 5

Incidents received via email cannot be reopened after the MYQ_REOPEN_DEADLINE has expired. What is the time default set by this configuration?

- A. 120 days (4 months)
- B. 720 hours (30 days)
- C. 365 days (1 year)
- D. 168 hours (7 days)

Correct Answer: D

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