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QUESTION 1

Your customer has a report that seems to be showing a variety of duplicate records. You checked the filters and they are correct. You checked the database and there are not duplicate records in the database that correspond to the duplicates that the report is showing.

How would you resolve this issue?

- A. Add an additional report filter around the field that seems to be duplicating.
- B. Create a Group Filter in the Level menu options.
- C. Create a Level Filter in the Level menu options.
- D. Add a roll-up element to the report.
- E. Add a data slice element to the report.
- F. Select Group Results in the Level menu options

Correct Answer: D

QUESTION 2

Your customer wants to search and reply to comments made on their company's "Fan page." Which two items are required to accomplish this? (Choose two.)

- A. an email agent enabled on the Social Monitoring profile
- B. Self Service for Facebook enabled and deployed
- C. a Company Fan page on Facebook
- D. a "Facebook Channel" created and assigned to a profile
- E. a personal Facebook page

Correct Answer: AD

QUESTION 3

View the exhibit.



Your customer has "Gold" level SLAs being applied to certain organizations according to organization rules.

After six months, the business decides to change the response time: instead of responding in 24 hours your agents need to respond within eight business hours.

You modify the "Gold" SLA to reflect this change but you notice that the SLA reports are still using a 24hour response time.

Which statement is correct?

- A. You have not activated the rules so the updated SLAs are not being applied.
- B. Your site has been corrupted with the "Gold" SLA.
- C. Updating the SLA will not automatically update the organization's SLA instance.
- D. The SLA reports will need to be modified to use the new SLA.

Correct Answer: A

QUESTION 4

You are asked to identify how a question has been scored upon a search result.

While researching the question, you identified possible answer attributes to review.

Identify three items that affect the score of the answer and, therefore, should be reviewed. (Choose three.)

- A. Status
- B. Question
- C. Access Level
- D. Categories
- E. Summary

Correct Answer: BDE



QUESTION 5

During requirements gathering, your customer determines that since they will be directing customers to the support pages from their website, they would like the default Home page to be removed.

Which three of the available options are required to complete this requirement? (Choose three.)

- A. Update the config verb CP_HOME_URL.
- B. Update the config verb CP_LOGIN_URL.
- C. Delete the home.php file from the customer portal site.
- D. Remove the "Home page" navigation option from the template file.
- E. Update the site.css file to remove references to the Home page.

Correct Answer: ADE

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