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QUESTION 1

Your customer has asked you to create a report that will need to be sent to the executive management.

None of the recipients of this report has access to the system, and the same monthly report should be

delivered to all recipients.

The management team frequently changes and your customer does not want to alter the report schedule

after configuration.

After creating the report what two additional steps need to be taken? (Choose two.)

A. Update the permissions for the report to include the executive team.

B. Create a dashboard for the report.

C. Create and add the distribution list to the schedule.

D. Set up staff accounts for the executive team.

E. Send a notification to the executive team that the report is available.

F. Create a schedule record for the report.

Correct Answer: AB

QUESTION 2

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

QUESTION 3

In a Customer Portal design session, the customer explains to you that they have multiple brands, and that they have multiple websites to reflect these brands.

After reviewing the sites with the customer, you notice that each of the sites contain the same layout and content, but have different colors and branding, such as logos.

Which option allows for a consistent layout and dynamic branding?

A. Use a single template across all Customer Portal pages, and implement themes dynamically.

B. Do not use a theme, and implement templates dynamically.

C. Do not use a template, and implement themes dynamically.

D. Use a single theme across all Customer Portal pages, and implement templates dynamically.

Correct Answer: D

QUESTION 4

Your customer has team leads who are responsible for creating business rules and managing staff

accounts.

However, they should not be allowed to create or modify any profiles.

Which two options can be used to configure the Navigation Set for these team leads? (Choose two.)

A. Add the Configuration items of Rules and the Staff Account by Group report into the Home Tab and remove the default Navigation Set.

B. Keep the default Configuration Items in the Navigation Set and let the profile handle this.

C. Create a navigation set that only has "Rules" and all "Staff Management" items in the Navigation Set.

D. Add the Configuration items of Workspaces/ Workflows, Rules and the Staff Account by Group report into the Home Tab and remove the default Navigation Set.

Correct Answer: CD

QUESTION 5

You have set up a business rule auto response with standard text to send an email to customers when they select specific categories while asking a question on the customer portal page.

When you activate the new business rule, your standard text for the email starts showing up with the Smart Assistant responses on the customer portal when a customer is submitting a question.

How do you resolve this?

A. Update the business rule that sends the auto response to "If Incidents.category not equal Smart Assistant."

B. Change the business rule that creates the Smart Assistant Response to "If Incident.Source equals Ask a Question."

C. Change the business rule that creates the auto response to "If Incident.Source equals Ask a Question."

D. Change the business rule that creates the auto response to "If incident.source equals Ask a Question or Incident.Source equals Smart Assistant on Ask a Question."

E. Change the business rule that creates the Smart Assistant Response to "If Incident.Source equals Smart Assistant on Ask a Question."

Correct Answer: A