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QUESTION 1

Which of the following is correct regarding the create contact (consumer) feature in CSM Workspaces?

A. The create contact (consumer) feature is available in all CSM Workspaces

B. The create contact (consumer) feature is not available in any of the CSM Workspaces

C. The create contact (consumer) feature is only available in the CSM Configurable Workspace

D. The create contact (consumer) feature is only available in the Agent Workspace

Correct Answer: D

QUESTION 2

Which feature enables you to quickly identify high-priority tasks based on multiple dimensions, not just by a single field value like priority?

A. Case Performance

B. Case Analytics

C. Case Digest

D. Case Spotlight

Correct Answer: D

QUESTION 3

When creating or importing assets for CSM, model categories are used to: (Choose three.)

A. Define whether a Configuration Item (CI) is created when an Asset record is created or vice versa

B. Group assets together

C. Build a classification structure for product models

D. Model the configuration options for each product model being sold to customers

E. Define a link between Asset classes and Configuration Item (CI) classes

Correct Answer: ADE

QUESTION 4

New case tasks use the following prefix:

A. CSMTASK prefix

B. CASETASK prefix

C. CSTASK prefix

D. No specific task prefix just existing TASK prefix

Correct Answer: C

QUESTION 5

What benefits does scoping an application bring? (Choose three.)

A. CSM teams can move at their desired pace, independent of IT

B. Provides CSM teams autonomy and control

C. CSM application data and business logic is protected from changes by other applications

D. Account records can be changed only while in the CSM scope

E. Changes in different scopes can be addressed in a single update set

Correct Answer: ABC

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