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QUESTION 1

What feature does the Product Model and Catalog Items Relationship plugin enable?

- A. Agents are automatically proposed catalog items related to the chosen product on the case form
- B. Consumers can track what products they have purchased via the catalog
- C. It provides a contextual service catalog based on the customer's subscribed services
- D. Customer service managers can track the financial cost of customer's subscribed services and the related requests

Correct Answer: A

QUESTION 2

When the virtual agent plugin is installed NLU is activated but is not available for use until what two configurations are completed? (Choose two.)

- A. Choose the NLU service provider
- B. In the NLU Settings configure the Intent confidence threshold
- C. Enable NLU in Virtual Agent
- D. In the NLU Settings configure the Entity confidence threshold

Correct Answer: BC

QUESTION 3

Special Handling Notes can apply to which one of the following based on specific attributes?

- A. Domain
- B. Contact
- C. Holiday
- D. VIP

Correct Answer: C

QUESTION 4

In Agent Workspace Chat, Agents have the ability to use quick actions to work more efficiently. What action does the /r quick action perform?

- A. Rejects an incoming chat and moves it automatically to the "General" queue



- B. Routes the chat towards another group
- C. Uses response templates to insert as text in a conversation
- D. Rolls up the current chat history towards an existing case

Correct Answer: C

QUESTION 5

What happens to a case whenever the state of one of the associated IT Service Management records (incident, problem, change) is updated?

- A. The case escalates to an assignment group as defined in the default escalation template
- B. The case work notes are updated automatically
- C. The case action status changes to Related Task Updated
- D. The case displays a special handling note highlighting the update

Correct Answer: B

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