CIS-CSM^Q&As

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QUESTION 1

When activating the Customer Service Management Demo Data plugin, which case type is available besides product case?

A. Order

B. Offer

C. Monitoring

D. FAQ

E. Request

F. Contract

Correct Answer: A

QUESTION 2

As an agent you can report a knowledge gap, if you cannot find relevant articles that could help resolve a case. Which action is required to create the knowledge gap?

A. Document the knowledge gap in the case work notes and escalate the case

B. Post a question in one of the various Customer Service Management knowledge bases

C. Use Related Links on the case form to report a knowledge gap

D. Use the Create Knowledge button on the case form to report a knowledge gap

Correct Answer: C

QUESTION 3

What are the advantages of leading indicators over lagging indicators? (Choose two.)

A. Hard to influence

B. Prospective

C. Retrospective

D. Easy to influence

Correct Answer: CD

QUESTION 4

Advanced Work Assignment (AWA) pushes work to qualified agents using work item queues, routing conditions, and assignment criteria that you define. Which step would ensure the work was allocated to the appropriate agent?

A. Set the Agent Experience (What agents see in their Workspace inbox)

B. Define Assignment Rules (How to assign work items)

C. Define Work Item Queues (Where to route)

D. Configure Service Channels (What to route)

Correct Answer: C

QUESTION 5

What will be the state of a case after a customer rejects the solution proposed by an agent?

A. In Progress

B. Open

C. New

D. Solution Rejected

Correct Answer: B

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