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QUESTION 1

Predictive Intelligence improves Case management by:

- A. Predicting what values should have gone into empty fields in historical records
- B. Reducing the number of records needed to accurately predict a value
- C. Replacing legacy routing rules
- D. Predicting Case values without manual intervention

Correct Answer: D

QUESTION 2

What does the Agent Whisper function do?

- A. Lets agents and chat supervisors have a conversation without the requester knowing
- B. Lets the chat supervisors have a conversation with the requester without the agent knowing
- C. Lets agents have chat conversations with other agents without the requester knowing
- D. Lets agents and requesters have a conversation without the chat supervisor knowing

Correct Answer: A

QUESTION 3

What is knowledge article versioning?

- A. A content tracker for knowledge articles
- B. A knowledge article publishing guide
- C. The ability to manage and track article updates
- D. A knowledge article numbering guide

Correct Answer: A

QUESTION 4

Which of the following are true regarding the Community Portal application? (Choose two.)

- A. It is available to any customer with a Community license



- B. It is available by default with the Support and Service portals
- C. It is only available to CSM license holders
- D. Most of the configuration does not require System Administrator role

Correct Answer: AC

QUESTION 5

Which of the following child case states would cause parent - child case synchronization to fail? (Choose three.)

- A. Resolved
- B. In Progress
- C. Awaiting Info
- D. New
- E. Closed
- F. Cancelled

Correct Answer: CDE

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