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QUESTION 1

A sales manager is unable to view a contact. The contact owner is under the manager in the role hierarchy.

Why is the sales manager receiving "insufficient privileges" error when viewing a contact?

- A. The contact owner has NOT selected the option to share contacts with others in the role hierarchy.
- B. The contact sharing settings are controlled by the parent, and the account owner is NOT under the sales manager's role.
- C. The contact sharing settings are private, so access to the record is limited to the contact owner and system administrator.
- D. The account sharing settings are controlled by the parent, and the account owner is NOT under the sales manager's role.

Correct Answer: B

QUESTION 2

Incident Variable Editor can be made visible only to incidents created from record producers.

- A. True
- B. False

Correct Answer: A

QUESTION 3

Which of the following record types would you use in order to view company policies?

- A. Record Producer
- B. Order Guide
- C. Content Item
- D. Catalog Item

Correct Answer: C

Content Item can contain information or a link to a page so it is the best option to use when the content of the catalog item is static.

QUESTION 4

Which module to use in order to see problem tasks that are assigned to you?



- A. Service Desk > My Work
- B. Problem > My Problem Tasks
- C. Problem > My Tasks
- D. Service Desk > My Problem Tasks

Correct Answer: A

QUESTION 5

You can create only one change request from an incident.

- A. True
- B. False

Correct Answer: A

You cannot create a change from an incident that is already associated with another change.

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