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QUESTION 1

Is this where an Okta Administrator should submit a case? Solution: <https://help.okta.com>

A. Yes

B. No

Correct Answer: B

Explanation: Okta Help Center To access the Okta Help Center, simply log into your Okta Admin Console and click the 'Help and Support' link located in the upper-right corner of the page. The Help Center acts as a one-stop-shop where you can: Search knowledge articles Ask questions in the community Submit a case to Support by clicking the 'Open a Case' button Join groups (Okta recommends that admins join the 'Admin Pro Tips' group where we post regular content such as onboarding materials, new feature videos, webinars, and more)

https://support.okta.com/help/s/article/Getting-Started-as-a-New-Okta-Administrator?language=en_US

QUESTION 2

Is this an advantage of deploying the Okta LDAP Agent to integrate Okta with an LDAP directory service? Solution: End users are stored locally in LDAP but are NOT imported to Okta.

A. Yes

B. No

Correct Answer: A

QUESTION 3

Is this intimation available from the Okta Trust web page?

Solution: OKta service level agreement (SLA)

A. Yes

B. No

Correct Answer: B

QUESTION 4

Is this an example of an Okta P1 level support ticket Issue?

Solution: The Okta service a down and NOT accessible to end users.

A. Yes

B. No



Correct Answer: A

Explanation: - Service is down and not accessible by users.- Service is slowed to such a degree that multiple users cannot log in, resulting in consistent "page not found errors" or similar. - Users cannot access an important business application like email, payroll, financial reporting, etc. [https://support.okta.com/help/s/article/Customer-Support-Ticket-Severity-Priority- Definition? language=en_US](https://support.okta.com/help/s/article/Customer-Support-Ticket-Severity-Priority-Definition?language=en_US)

QUESTION 5

Is this the re-enrollment process when an administrator resets multifactor authentication (MFA) factors for end users?

Solution: End user's devices must be enrolled remotely by the administrator.

A. Yes

B. No

Correct Answer: B

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