Question 1

What's the purpose of the Deactivate Special Handling Notes Scheduled Job?

Options:

A- Runs at the end of the month and deactivates all Special Handling notes more than 30 days old

B- Runs weekly and must have the Active checkbox unchecked in order for Special Handling notes to be deleted by the end of the week

C- Runs on demand by the System Admin who must set specific weekly schedules and set only those that are priority 1-critical to be deactivated

D- Runs daily at midnight, checks all active alerts and sets the status to Expired for those that have reached their expiration dates
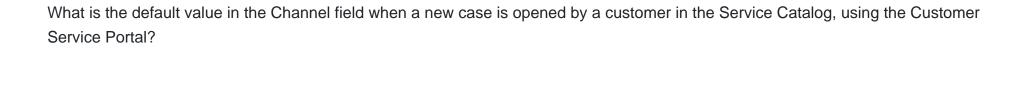
Answer:

D

Question 2

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

Options:

A- Order

B- Contract

C- FAQ

D- Monitoring

E- Request

F- Billing

Answer:

A

Question 3

Question Type: **MultipleChoice**

What is the default value in the Channel field when a new case is opened by a customer in the Service Catalog, using the Customer Service Portal?

Options:

A- Web

B- Catalog

C- Portal

D- Virtual Agent

Answer:

A

Question 4

Question Type: **MultipleChoice**

What are some of the influencing factors that will help determine the type of customer support desk structure required? (Choose four.)

Options:

A- Knowledge and skills required for agents

B- Geographical location of customer

C- Languages spoken by agents

D- Number and type of support tools available

E- Number of customer service portals used

F- Number of agents required

Answer:

A, C, D, F

Question 5

Question Type: MultipleChoice

Which application must be activated to enable customers to check in on-line for future appointments?

Options:

A- Business Location

B- Walk-Up Experience

C- Field Service Management

D- Service Organization

Answer:

B

Question 6

Question Type: MultipleChoice

During which Now Create stage are workshops conducted?

Options:

A- Execute

B- Initiate

C- Deliver

D- Plan

E- Close

Answer:

D

Question 7

Which feature enables you to quickly identify high-priority tasks based on multiple dimensions, not just by a single field value like priority?

Options:

A- Case Performance

B- Case Analytics

C- Case Digest

D- Case Spotlight

Answer:

D