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# Question 1

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**Question Type:** MultipleChoice

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

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

**Options:**

---

**A-** Yes

**B-** No

**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.

## Question 2

---

**Question Type:** MultipleChoice

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Is this a valid group type supported in Okta?

Solution: Okta group

**Options:**

---

**A-** Yes

**B-** No

**Answer:**

---

A

## Question 3

---

**Question Type:** MultipleChoice

---

Is this a valid group type supported in Okta?

Solution: Private group

**Options:**

---

**A-** Yes

**B-** No

**Answer:**

---

B

## Question 4

---

**Question Type:** MultipleChoice

---

Is this a source from which attributes can be directly imported into Universal Directory?

Solution: database

**Options:**

---

**A-** Yes

**B-** No

**Answer:**

---

A

## Question 5

---

**Question Type: MultipleChoice**

---

Is this a valid user account status for an end user who needs to authenticate to Okta?

Solution: Pending Activation

**Options:**

---

A- Yes

B- No

**Answer:**

---

A

## Question 6

---

**Question Type: MultipleChoice**

---

Is this a valid user account status for an end user who needs to authenticate to Okta?

Solution: Suspended

**Options:**

---

A- Yes

B- No

**Answer:**

---

B

## Question 7

---

**Question Type:** MultipleChoice

---

Is this a valid reason to choose Okta as an Identity and Access Management (IAM) solution?

Solution: To securely connect users to applications In minutes with out of the box integrations for thousands of cloud onpremise, and mobile apps

**Options:**

---

**A-** Yes

**B-** No

**Answer:**

---

B

## Question 8

---

**Question Type: MultipleChoice**

---

Is this a valid reason to choose Okta as an Identity and Access Management (IAM) solution?

Solution: To manage traffic between on-premise applications.

**Options:**

---

A- Yes

B- No

**Answer:**

---

B

## Question 9

---

**Question Type: MultipleChoice**

---

Is this a valid user account status for an end user who needs to authenticate to Okta?

Solution: Pending Activation



**Options:**

---

**A-** Yes

**B-** No

**Answer:**

---

A

## Question 10

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**Question Type:** MultipleChoice

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Is this statement true regarding the lifespan of an unused API token in Okta?

Solution: An unused API token is only valid for a onetime login.

**Options:**

---

A- Yes

B- No

**Answer:**

---

B

**Explanation:**

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<https://developer.okta.com/docs/guides/create-an-api-token/token-expiration-deactivation/>

## Question 11

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**Question Type: MultipleChoice**

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Is this a valid reason to choose Okta as an Identity and Access Management (IAM) solution?

Solution: To manage traffic between on-premise applications.

**Options:**

---

A- Yes

B- No

**Answer:**

---

B

## Question 12

---

**Question Type: MultipleChoice**

---

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

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

**Options:**

---

A- Yes

B- No

**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)

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