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Question: 1

A service agent can create tasks from different system areas. Identify three modules where a service agent can create and associate tasks.

Response:

- A. Contacts
- B. Service requests
- C. Sales opportunities
- D. Notes
- E. Social network

Answer: B,C,E

Question: 2

Your customer has noticed that emails are being retrieved every day only at 3:00 PM. This behavior began three days ago and no configuration changes were made during that time.

What is the cause of this new behavior?

Response:

- A. a configured Job to process inbound emails
- B. an inbound message filter per time schedule
- C. an inbound message filter per sender
- D. a configured profile option to schedule the retrieval of emails

Answer: B

Question: 3

To create a service request, you log in to Engagement Cloud, navigate to service > Service Request and then click "Create Service Request".

Which set of field must be completed to save the service request (assume as-delivered field properties have not been changed)?

Response:

- A. Title, Status
- B. Title
- C. Title, Category, Severity, Status

- D. Title, Status, Problem Description
- E. Title, Category, Severity

Answer: C

Question: 4

Which statement is correct when describing the process of adding assignment rules from Service Setup?
Response:

- A. Use the "Manage Service Assignment Rules" task, access the appropriate rules sets, create new rule(s), add conditions and actions, save and publish.
- B. Use the "Manage Service Request Assignment Object" task, access the applicable service requests, create and apply new rule set(s) to the service requests, add conditions and actions, save and close.
- C. Use the "Manage Service Request Assignment Object" task, access and lock the appropriate objects, create new rule set(s), add conditions and actions, save and publish.
- D. Use the "Manage Service Assignment Rules" task, access and lock the appropriate rules sets, create new rule(s), add conditions and actions, save and close.

Answer: B

Question: 5

Your customer wants to have a vertical Media Toolbar instead of the Horizontal one. Which statement is true?

Response:

- A. The only Vertical Toolbar that you can enable is the Notifications Toolbar.
- B. The Vertical Toolbar is always required, while the Horizontal Toolbar and notifications are optional.
- C. You must set the Vertical Toolbar as the Default, and deactivate all Horizontal Toolbars.
- D. The Horizontal Toolbar is always required, while the Vertical Toolbar and notifications are optional.

Answer: C

Question: 6

What is the main function of the Data Security Policies?

Response:

- A. defines the views or functionalities the user can access
- B. defines the data a particular user can see and/or modify
- C. defines the privileges and roles a particular user can have

- D. defines the actions a particular user can do
- E. defines the views the application can access

Answer: C

Question: 7

Which three subject functions are included in the RFST API for Service Requests (SRs)?

Response:

- A. Update resource member
- B. Delete activity
- C. Update SR reference
- D. Delete message
- E. Update resource manager

Answer: A,B,C

Question: 8

Identify two correct options about Application Composer, as the primary web-based tool within Engagement Cloud used to modify standard and custom objects.

Response:

- A. It allows edits to Dashboard pages.
- B. It requires proper permissions to use the tool and additional permissions to edit the desired object.
- C. It includes a preview option for all standard and custom object pages.
- D. It requires the use of a sandbox to modify the fields associated with standard and custom objects.

Answer: D

Question: 9

For which two groups of functions can keyboard shortcuts be set?

Response:

- A. Personal Activity Functions
- B. Administrator (that is, "Power") Commands
- C. Action Commands
- D. Button Access Keys

Answer: B,C

Question: 10

When published, SmartText entries can be made available to which two options?
Response:

- A. specific users (i.e. "Select from list")
- B. all users (i.e., "Public")
- C. you and your immediate coworkers (i.e. "My Group")
- D. yourself only (i.e. "Private")
- E. this folder (i.e. "Users with folder access only")

Answer: D,E

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