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QUESTION 1

What is the main function of the Data Security Policies?

A. defines the data a particular user can see and/or modify

B. defines the views the application can access

C. defines the privileges and roles a particular user can have

D. defines the views or functionalities the user can access

E. defines the actions a particular user can do

Correct Answer: D

QUESTION 2

When creating localized Digital Customer Service applications, in which order would you perform the following steps?

1.

 Update the English message as needed for your DCS application.

2.

 Export the English language message bundle.

3.

 Translate the English message bundle to all desired languages.

4.

 Import translated message bundles.

A. 1,3,2,4

B. 3,2,4,1

C. 2,4,3,1

D. 1,2,3,4

Correct Answer: D

QUESTION 3

Which two actions can you takewhen using Application Composer to create a new Trouble Ticket object?

A. You can create a field rule or a field trigger on a field of the Trouble Ticket object but not both on the same field.

B. You can create a trigger on the Trouble Ticket object usingthe Upon Import Into Database trigger event to update the custom "OpenTroubleTickets" of the Account object.

C. You can set a field rule to validate that the Priority field of the Trouble Ticket object is between 1 and 5

D. You can set an object rule to validate that a Trouble Ticket of Priority 1 cannot be saved without being assigned to a staff member.

Correct Answer: BC

QUESTION 4

Which three types of data are included in the interaction associatedwith a normal call flow?

A. Start time of the call

B. Agent name

C. Service Request create date

D. Contact name

E. Channel

Correct Answer: BCD

QUESTION 5

Your client has noticed that inbound emails from customers are not creating or updatingservice requests.

Which step should they perform to automate it?

A. Adjust the inbound message filters.

B. Enable SVC_SR_INBOUND_EMAIL_AUTO_UPDATE.

C. Adjust permissions on all customer\\'s profiles.

D. Enable SVC_ENABLE_INBOUND_EMAIL_DEFAULT_PROCESSING.

Correct Answer: B