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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.

A. Sales opportunities

B. Notes

C. Contacts

D. Social network

E. Service requests

Correct Answer: ADE

QUESTION 2

Your customer sells many kinds of specialized electronics equipment. When creating a service request (SR), an agent searches the product categories and chooses the appropriate type of equipment for that SR.

Identify three advantages of selecting the category correctly.

A. The hierarchical structure of the categories helps to improve the service request classification.

B. Categories determine the steps an agent must follow to close the service request.

C. Categories facilitate the assignment of an agent to the service request.

D. Categories improve the filtering ofKnowledge articles that might contain a potential solution to the problem.

E. Filter the selection of the product related to the service request, when filtering by a particular category.

Correct Answer: ACD

QUESTION 3

Which two steps are needed to create a new business object in Digital Customer Service?

A. Assign the new business object to a new component.

B. Assign object access roles to an administrative user.

C. Map a Visual Builder Cloud Service business object to the object API.

D. Assign the new business object to a page.

Correct Answer: BC

QUESTION 4

You have been asked to manage the availability of Knowledge articles. The requirement is that agents, internal users, and external users should all have a way of accessing the articles.

Which threeoptions achieve your customer\\'s requirement?

A. Make them available to external users by giving them access to the internal "My Knowledge" page.

B. Make them available externally to customers via My Digital Customer Service (DCS).

C. Make them availableto employees and agents via My Knowledge.

D. Make them available internally to agents as part of the Service Request Knowledge Panel.

E. Make them available for users with the "Knowledge Analyst" and "Knowledge Manager" roles only.

Correct Answer: BCE

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

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