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QUESTION 1

Your customer had previously allowed their end customers to be able to submit incidents only via an email mailbox into Outlook.

Now that they are deploying Customer Portal, they still need to allow emails to be submitted and have an incident created.

What two items must be enabled to meet this requirement? (Choose two.)

A. EGW_SECURE_UPDATE_ENABLED

B. EGW_UPDATE_BY_CREATE

C. EGW_ENABLED

D. EGW_AUTO_CONT_CREATE

E. EGW_SAVE_EMAIL_HEADERS

Correct Answer: BD

QUESTION 2

You are asked to identify how a question has been scored upon a search result.

While researching the question, you identified possible answer attributes to review.

Identify three items that affect the score of the answer and, therefore, should be reviewed. (Choose three.)

A. Status

B. Question

C. Access Level

D. Categories

E. Summary

Correct Answer: BDE

QUESTION 3

Your customer would like to set up the following configuration:

If (or when) a customer replies to an agent\\'s response to their original question, the end customer\\'s

incident must be assigned to any available agent.

The current setup leaves incidents assigned to the responding agent.

Select two configurations to enable the assignments to be correct.

A. Escalate the incident after an hour in incident rules.

B. Remove the incident agent assignment in incident rules.

C. Assign the incident to the agent group in incident rules.

D. Email the incident details to the agent group in incident rules.

E. Enable the incident queue for "Round Robin logged in."

F. Set the response option for reassign on response to "No Change."

Correct Answer: CE

QUESTION 4

When an agent handles a product return incident, they require the ability to go through a series of questions to determine the appropriate answer/response.

You determine this would best be solved using guided assistance which is automatically launched when a specific category is selected by an agent.

Which three steps are required to implement this solution? (Choose three.)

A. Create a guide that takes the agent step by step to the relevant answers that the agent needs for a product return.

B. Add the guide to an answer in the answer workspace.

C. Add a workspace rule that has a trigger for when a Guide is Finished.

D. Add an Answer Display Control to the incident workspace.

E. Add a Guided Assistance Control to the incident workspace.

F. Create a workspace rule that invokes a guide based on "a field has a certain value."

G. Create a business rule that starts a guide.

Correct Answer: BDF

QUESTION 5

Identify the seven data types that are available as custom fields. (Choose seven.)

A. Multi Select Menu

B. Float

C. Menu

D. Text Field

E. Date/Time

F. Currency

G. Date Field

H. Text Area

I. Integer

J. Yes/No

Correct Answer: CDEGHIJ