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QUESTION 1

With the Auto Close Resolved Cases flow enabled, and using its default settings, when will a reminder be sent to a non-responsive customer?

- A. After 3 days
- B. After 5 days
- C. After 1 day
- D. After 7 days

Correct Answer: B

QUESTION 2

Which solution must be implemented to let a breakdown dashboard appear as a pop-up window on the case form?

- A. Service Analytics
- B. In-form Analytics
- C. Case Spotlight
- D. CSM Prediction Results

Correct Answer: D

QUESTION 3

Advanced Work Assignment (AWA) pushes work to qualified agents using work item queues, routing conditions, and assignment criteria that you define. Which step would ensure the work was allocated to the appropriate agent?

- A. Set the Agent Experience (What agents see in their Workspace inbox)
- B. Define Assignment Rules (How to assign work items)
- C. Define Work Item Queues (Where to route)
- D. Configure Service Channels (What to route)

Correct Answer: C

QUESTION 4

User criteria records may be applied to which knowledge items?

- A. Knowledge Base and Category
- B. Knowledge Base Category and Article
- C. Knowledge Base and Article
- D. Knowledge Base

Correct Answer: D

QUESTION 5

What can a person assigned with the customer role access on the customer service portal by default? (Choose three.)

- A. Cases
- B. Related parties
- C. Assets
- D. Social profiles
- E. Sold products

Correct Answer: ABE

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