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QUESTION 1

Which of the following are benefits that may be gained from using communities? (Choose three.)

A. Reduce support costs

B. Engagement with Customers

C. Get product feedback

D. Reduce cost per sales

E. Increase marketing effectiveness

Correct Answer: BCE

QUESTION 2

What does NLU stand for?

A. Natural-Learning Userability

B. Natural-Language Understanding

C. Natural-Learning URL

D. Natural-Language URL

Correct Answer: B

QUESTION 3

What happens to a case whenever the state of one of the associated IT Service Management records (incident, problem, change) is updated?

A. The case escalates to an assignment group as defined in the default escalation template

B. The case work notes are updated automatically

C. The case action status changes to Related Task Updated

D. The case displays a special handling note highlighting the update

Correct Answer: B

QUESTION 4

Which one is NOT a dependency for the Customer Service Plugin?

A. Task Activities

B. Skills Management

C. Openframe

D. Communities

Correct Answer: D

QUESTION 5

Matching rules enhance assignment capability by _____.

A. Matching best agent by availability

B. Providing dynamic matching of cases to groups or individuals

C. Determining if account is a customer or partner

D. Matching best agent by skill

Correct Answer: A

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