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QUESTION 1

What are the Critical Success Factors that are related to CSM Suite Implementations? (Choose four.)

A. Define the Business Pain Points

B. Provide consistent service to customers

C. Have a clear understanding of the use cases

D. Define the number of hours needed to develop the associated requirements

E. Implementation is only as good as the underlying process

Correct Answer: ACDE

QUESTION 2

How many outbound email accounts are supported in Customer Service Management?

A. One

B. Unlimited

C. Two

D. One per business service

Correct Answer: A

QUESTION 3

Which Business Rules are part of the Customer Service Management baseline configuration? (Choose two.)

A. Apply Role by Customer

B. Auto Assessment

C. Change Update to Close

D. Update Case Entitlement

Correct Answer: BD

QUESTION 4

What one of the following is optional when creating a Catalog workflow?

A. Publishing the workflow

B. Defining workflow activities

C. Approving the workflow

D. Managing workflow versions

Correct Answer: D

QUESTION 5

Predictive Intelligence improves Case management by:

A. Predicting what values should have gone into empty fields in historical records

B. Reducing the number of records needed to accurately predict a value

C. Replacing legacy routing rules

D. Predicting Case values without manual intervention

Correct Answer: D

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