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QUESTION 1

The Requested Item [sc_req_item] table is extended directly from the Task [task] table.

A. True

B. False

Correct Answer: A

Data Variables NOT Allowed in MOBILE Break Container End Container Split Container Start Email HTML Label List Collector Lookup Multiple Choice Macro Macro with Label Masked UI Page URL

QUESTION 2

What is the purpose of "Search As" field in the contextual search table configuration?

A. When enabled, the agent can impersonate the user in the caller field and search for related knowledge articles.

B. When enabled, the contextual search feature will show an additional tab that shows the related articles that are permitted to be seen by the user defined in the "Search as" field.

C. When enabled, the agent can select which user to use when searching for related knowledge articles.

D. When enabled, the contextual search feature will show an additional tab that shows the related articles that are permitted to be seen by the caller user.

Correct Answer: B

QUESTION 3

Which of the following are valid channels to create incidents? (Choose three.)

A. Service portal

B. Inbound Email

C. Social Media

D. SMS

E. Support Chat

Correct Answer: ABE

SMS and Social media are not OOTB channels to create incidents.

QUESTION 4

Which of the following are valid Request States? (Choose all that apply.)

A. Pending Approval

B. Open

C. Pending

D. Approved

E. Work in Progress

Correct Answer: AD

QUESTION 5

Which of the following is set as the default value for Category in Incident form?

A. Hardware

B. Inquiry

C. Software

D. None of the listed values

Correct Answer: B

Inquiry is listed in the Data Dictionary as the default value for Category. If you want to delete all data in the Category field, you should change this or otherwise the Inquiry will remain the default value.