



MB2-718^{Q&As}

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QUESTION 1

You are creating a new survey with the Voice of the Customer Survey designer.

Which two statements regarding the Voice of the Customer Survey designer are true? Each correct answer presents a complete solution.

- A. The Complete page must always display last.
- B. The Welcome page must always display first.
- C. Surveys can have up to three pages.
- D. Surveys can contain unlimited questions.

Correct Answer: AB

QUESTION 2

You create a Voice of the Customer survey.

You need to configure an automatic response each time a customer completes the survey.

Which feature or component should you use?

- A. rule
- B. piped data
- C. linked question
- D. Microsoft Azure Content Delivery Network (CDN)

Correct Answer: A

QUESTION 3

You implement the Unified Service Desk (USD). Which three statements regarding the debugger are true? Each correct answer presents a complete solution.

- A. The debugger allows you to review data parameters from static log files.
- B. The debugger allows you to review real-time data parameters.
- C. The debugger allows you to review action calls from static log files.
- D. The debugger is a USD hosted control.
- E. The debugger allows you to review real-time action calls.



F. The debugger is a standalone tool.

Correct Answer: ACE

QUESTION 4

You implement the Unified Service Desk (USD). Which three of the following objects are events? Each correct answer presents a complete solution.

- A. Realignwindow
- B. BrowserDocumentComplete
- C. DesktopReady
- D. SessionClosing
- E. FireEvent

Correct Answer: CDE

QUESTION 5

You need to search for a specific knowledge base article by number.

Which two options can you use? Each correct answer presents a complete solution.

- A. Service Area
- B. Relevance Search
- C. Categorized Search
- D. Article Template Quick Find

Correct Answer: AC

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