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QUESTION 1

When activating the Customer Service Management Demo Data plugin, which case type is available besides product case?

- A. Order
- B. Offer
- C. Monitoring
- D. FAQ
- E. Request
- F. Contract

Correct Answer: A

QUESTION 2

What is a limitation regarding synchronization between a case and its associated work order?

- A. If information changes on the Case form it is not updated on the Work Order form
- B. Updates on a case or work order will only synchronize after the work order is approved
- C. When creating a work order from a case only the Account field on the work order form is filed in but not the Company field
- D. The data copied over to the Work Order form when creating a work order from a case cannot be configured or customized

Correct Answer: A

QUESTION 3

What are the three main components that make up Proactive Customer Service Operations? (Choose three.)

- A. Service Monitoring
- B. Service Reporting
- C. Service-Aware CMDB
- D. Service-Aware Install Base

E. Proactive Case

F. Proactive Prevention

Correct Answer: ACF

QUESTION 4

From what places in SN can an agent create a case? (Choose three.)

A. Customer Service Application

B. Contact

C. Account

D. Chat

Correct Answer: ABC

QUESTION 5

What is the specific type of catalog item called that allows users to create task-based records, such as case records, from the Service Catalog?

A. Request Item

B. Record Producer

C. Catalog Processor

D. Case Template

Correct Answer: B

QUESTION 6

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 7

What are the types of units used to measure entitlements? (Choose two.)

- A. Hours
- B. Contract
- C. Cost
- D. Case

Correct Answer: AD

QUESTION 8

Out-of-box, which functionality handles state transitioning for case management?

- A. Workflows
- B. State Flows
- C. Business Rules
- D. Flows

Correct Answer: B

QUESTION 9

What are the Forum User Types? (Choose three.)

- A. Admin
- B. Registered
- C. Public
- D. Custom
- E. Moderator

Correct Answer: BCE

QUESTION 10

Which Flow Designer flow can be used to automatically close resolved cases if customers do not respond within a specified time?

- A. Close Cases in Resolved state
- B. Auto Close Resolved Cases
- C. Resolved to Close State
- D. Move Resolved Cases to Closed

Correct Answer: B

QUESTION 11

An entitlement defines the types of support a customer receives. Entitlements are based on a number of standard fields such as product and asset. When Proactive Customer Service Operations is implemented which additional fields could be used? (Choose two.)

- A. Contact
- B. Configuration Item
- C. Business Service
- D. Install base item
- E. Sold product

Correct Answer: CD

QUESTION 12

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 13

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 14

Asset classes are defined to allow for logical grouping of assets. There are five asset classes provided to group assets, each Asset class provides unique functionality for that group of Assets in the platform. Which of the following are the asset classes used? (Choose five.)

- A. Hardware assets
- B. Facility assets
- C. Configuration assets
- D. Software licenses assets
- E. Enterprise Software assets
- F. Network assets
- G. Consumables assets

Correct Answer: ABDEG

QUESTION 15

What does Major issue Management use to identify all other customers impacted by a major case?

- A. Account lists
- B. Customer Product lists
- C. Notify lists
- D. Recipient lists

Correct Answer: D
