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QUESTION 1

Your customer would like to have the default search report (Answers?omplexExpression Search Default) on their customer portal page altered with the following requirements.

They want the New and Update tags to be displayed for only 7 days. They want to display the Answer's score.

Identify the two options that will enable you to complete the requirements.

- A. Delete the exceptions for New and Updated.
- B. Unhide the computed score (solved) column.
- C. Change the variables for \$new and \$updated.
- D. Update the configuration settings of ANS_NEW_INC_DURATION and ANS_UPD_INC_DURATION.
- E. Insert the score (solved count) columns.

Correct Answer: DE

D: Specify how long an answer is displayed as new. ANS_NEW_INC_DURATION Specify how long an answer is displayed as updated. ANS_UPD_INC_DURATION

E:

*Both long-term and short-term solved counts are used to calculate the score.

*Score--A calculated value that ranks the order of displayed answers. An answer's score is determined by its solved count and any display position that was set when the answer was added or updated.

QUESTION 2

Your customer has special business process where their agents will put incidents into a waiting status for a period of one week on a regular status basis.

Your customer would like these incidents to remain in the waiting status until the agent has finished researching the incidents(s).

Your customer does not want these incidents to close until 7 calendar days have passed.

Which configuration setting needs to be modified from its default value in order to prevent the system from closing the waiting incident automatically?

- A. DORMANT_INCIDENTS
- B. CI_WAITING_CALC_DAYS
- C. CI_HOURS
- D. PURGE_DELETE_INCIDENTS
- E. MYQ_REOPEN_DEADLINE



Correct Answer: A

The DORMANT_INCIDENTS configuration setting specifies the number of days after which Solved incidents are flagged as dormant by the agedatabase utility. To disable this feature, set this value to 0. If you set the DORMANT_INCIDENTS setting to a value greater than that specified in the PURGE_DELETE_INCIDENTS setting, the incidents will get purged before they can ever be set to dormant. By default, this feature is set to 0 which means incidents are never flagged as dormant.

QUESTION 3

Identify the seven data types that are available as custom fields.

- A. Text Area
- B. Integer
- C. Date Field
- D. Currency
- E. Date/Time
- F. Text Field
- G. Yes/No
- H. Menu
- I. Float
- J. Multi Select Menu

Correct Answer: BCDEFGI

QUESTION 4

Your customer wants to implement a new business process. They have given you these requirements:

All contacts when created will have the contacts.c\$free_trial custom field set to NO (default in no value).

All contacts will be added to organization = "Temp".

All contacts with contacts.c\$free_trial = "Yes" will have an opportunity created that is assigned to "agent 1", with a status = "Lead" and territory = EMA?nited Kingdom.

Identify the three minimum rule types to be configured to meet the requirement.

- A. Chat Rules
- B. Contact Rules



- C. Incident Rule
- D. Opportunity Rules
- E. Organization Rules
- F. Survey Rules
- G. Task Rules

Correct Answer: BDE

Explanation: B:Contact Rules Contact Rules are triggered when contact records are created or updated. For example, you can use contact rules to automatically apply service level agreements (SLAs) or to set fields based on how the record is created or updated

D:Opportunity Rules Opportunity rules are triggered when a sales opportunity is created or updated. You can use opportunity rules to notify managers when a sales opportunity reaches a certain status in your sales cycle

E:Organization Rules Organization Rules are triggered when organization records are created or updated. For example, you can use Organization Rules to notify support staff or accounts receivable when an organization record is created or updated

QUESTION 5

In a Customer Portal design session, the customer explains to you that they have multiple brands, and that they have multiple websites to reflect these brands.

After reviewing the sites with the customer, you notice that each of the sites contain the same layout and content, but has different colors and branding, such as logos.

Which option allows for a consistent layout and dynamic branding?

- A. Use a single theme across all Customer Portal pages, and implement templates dynamically.
- B. Do not use a template, and implement themes dynamically.
- C. Do not use a theme, and implement templates dynamically.
- D. Use a single template across all Customer Portal pages, and implement themes dynamically.

Correct Answer: D

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