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QUESTION 1

Which two keyboard shortcuts can be modified?

A. OK

B. Create Service Request

C. Cancel

D. Save and Continue

E. Save and Close

Correct Answer: AB

QUESTION 2

Which two are required to publish a completed Digital Customer Service (DCS) application?

A. a single "publish" action to complete the task

B. nothing (DCS applications are always available to all users.)

C. moving the application to Staging and subsequently to Production status

D. system administrator approval

Correct Answer: BC

QUESTION 3

You have been asked to manage the availability of Knowledge articles. The requirement is that agents, internal users, and external users should all have a way of accessing the articles.

Which threeoptions achieve your customer\\'s requirement?

A. Make them available to external users by giving them access to the internal "My Knowledge" page.

B. Make them available externally to customers via My Digital Customer Service (DCS).

C. Make them availableto employees and agents via My Knowledge.

D. Make them available internally to agents as part of the Service Request Knowledge Panel.

E. Make them available for users with the "Knowledge Analyst" and "Knowledge Manager" roles only.

Correct Answer: BCE

QUESTION 4

Which two options are true about role synchronization for Digital Customer Service (DCS)?

A. is required for every DCS instance

B. also synchronizes userIDs and passwords between DCS and Engagement Cloud

C. enables DCS user authentication through an identity management service (such as Engagement Cloud identity management)

D. is real time

Correct Answer: AD

QUESTION 5

Which three options are advantages of a structured approach to Knowledge Management as implemented in Engagement Cloud?

A. Shared Acrossthe Organization: The information is available to all users given they possess the right roles, and is used and reused by them to create solutions and solve problems for other users.

B. In-Article Content Scanning: Knowledge Management is designed to process information inside the documents to categorize them into the corresponding products and categories to make searches more effective.

C. Single point of maintenance: The Knowledge Base can be maintained easily as it is centralized.

D. Multi-Language Capabilities: Users can create their articles in their native language and enable Auto-Translate to make it available to users from other regions with different languages without effort.

E. Easy to Search: Knowledge Articles content and Service Request contextcan be used together to

recommend the best Knowledge Articles to an agent.

Correct Answer: ABE

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