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QUESTION 1

To manage widgets, you need to access the menu link "Widgets" on the Customer Portal Admin page shown in the picture below:



Select three answers that match the options you expect to see when you click Widgets. (Choose three.)

- A. Widgets details
- B. Create a new widget
- C. Browse widgets
- D. Change widget version
- E. Syndicated widgets

Correct Answer: BCE

QUESTION 2

Your customer wants to set CI_HOURS to 720 but they don't want to notify customers when the incident status automatically changes.

Which Contact Email Message should be turned off?

- A. Incident Solved
- B. Incident Waiting
- C. Incident Closed
- D. Incident Unresolved
- E. Question Receipt
- F. Rule Email

Correct Answer: A

QUESTION 3

Your customer wants to send out a post incident survey using a business rule. Which two options would prevent them from completing their rule? (Choose two.)



- A. The rule contained a Send Email Response to Sender action within the Then statement.
- B. No transactional survey has been created, so the "Send Transaction Survey" action is not available.
- C. A "Transition State" action was added in the rule before the "Send Transaction Survey" was added so the action button is no longer available.
- D. The "IF" condition section includes a check of the previous status.
- E. The rule was created in a function state as opposed to a normal rule state.

Correct Answer: AD

QUESTION 4

Your customer has a complex workspace that has 60+ tabs, 100+ data fields, and over 200+ rules that are fired based on agent actions for their different business functions.

Your customer has told you that their workspace is painfully slow and the call center agents cannot do their work.

The customer would like to keep using a single profile for all their agents to simplify administration.

You have condensed many of the rules in the workspace into named events to try and speed things up, but on the call center agents' workstations it's still too slow.

Which three options will speed up the agents' workspace? (Choose three.)

- A. create workspace rules to hide unused tabs when the workspace loads
- B. utilize a single workspace per business function and assign it to the profile
- C. reduce the number of data fields on the workspace
- D. utilize workflow to split the workspace into more than one
- E. reduce the number of tabs that need to be rendered

Correct Answer: ADE

QUESTION 5

Your customer has a report that seems to be showing a variety of duplicate records. You checked the filters and they are correct. You checked the database and there are not duplicate records in the database that correspond to the duplicates that the report is showing.

How would you resolve this issue?

- A. Add an additional report filter around the field that seems to be duplicating.
- B. Create a Group Filter in the Level menu options.
- C. Create a Level Filter in the Level menu options.



- D. Add a roll-up element to the report.
- E. Add a data slice element to the report.
- F. Select Group Results in the Level menu options

Correct Answer: D

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