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QUESTION 1

When an agent handles a product return incident, they require the ability to go through a series of questions to determine the appropriate answer/response.

You determine this would best be solved using guided assistance which is automatically launched when a specific category is selected by an agent.

Which three steps are required to implement this solution? (Choose three.)

A. Create a guide that takes the agent step by step to the relevant answers that the agent needs for a product return.

B. Add the guide to an answer in the answer workspace.

C. Add a workspace rule that has a trigger for when a Guide is Finished.

D. Add an Answer Display Control to the incident workspace.

E. Add a Guided Assistance Control to the incident workspace.

F. Create a workspace rule that invokes a guide based on "a field has a certain value."

G. Create a business rule that starts a guide.

Correct Answer: BDF

QUESTION 2

Your customer would like to run incident reports with up to five years of data on incidents and activity for a given agent regardless of whether an agent has left the company.

Your customer reuses licenses after staff members leave the company and will need to continue that practice.

Your customer is not sure what they need to do to keep from deleting data for agents that have left the company.

Identify which option would allow your customer to administer the staff accounts to enable the reporting abilities they require.

A. Disabled from Assignment

B. Disabled from Assignment and Report Filters

C. Permanently Disabled

D. Do not disable, but lock the staff account.

E. Reassign the old incidents to another staff account called Former Employee.

Correct Answer: A

QUESTION 3

Your customer wants agents to respond to specific product questions in a uniform manner.

They interact with their customers through the customer portal, chat, and email. Some of the responses can be automated, so you set these responses as standard text.

Which three standard text types can you use? (Choose three.)

A. Category Text

B. Chat URL

C. Incident Text

D. Chat Text

E. Product Text

F. Answer Text

G. Rule Text

H. End User Text

Correct Answer: AEG

QUESTION 4

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 5

Your customer has asked that all incidents be "scanned" for words that may revolve around product defects and injuries so that they can alert their risk management team of any possible product issues or liability. The customer accepts that 100% accuracy is not attainable, and accepts that they will be false positives and a margin for error.

They have provided you the following words to be "scanned":

1.

Mouth

2.

Jaw

3.

Cheek

4.

Jowl

5.

Chin

6.

Oral

7.

Palate

The customer requires the following:

You decide to use a regular expression to search for these words in all incoming emails.

^mouth[,|.|\\'|"|;|:| |!|?|and]|\ jaw[,|.|\\'|"|;|:| |!|?|and]|\ cheek[,|.|\\'|"|;|:| |!|?|and]|\ jowl[,|.|\\'|"|;|:| |!|?|and] |\ chin$[,|.|\\'|"|;|:| |!|?|and]|\

oral[,|.|\\'|"|;|:| |!|?|and]|\ palate[,|.|\\'|"|;|:| |!|?|and]

Identify the three words that will be correctly matched to this regular expression. (Choose three.)

A. Chin

B. Jaw

C. Mouth

D. Cheek

E. Jowl

F. Oral

G. Palate

Correct Answer: BDE