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QUESTION 1

Your customer has two types of end customers that will be visiting their knowledgebase website: public customers and registered customers.

They would like to present additional knowledgebase answers to the registered customers.

Choose the three statements required to set up this type of environment. (Choose three.)

- A. Create a special public answer status for the registered customer answers.
- B. Ensure registered customers sign in to the knowledgebase website.
- C. Set up an access level without customer visibility and assign it to the registered customer answers.
- D. Create special Products and Categories for the registered customer answers.
- E. Set up an access level without customer visibility and assign it to all the customer answers.
- F. Ensure each registered Customer has the correct service level with this access level assigned to their account.

Correct Answer: BCF

QUESTION 2

Your customer has single Service Level Agreement and applies the Service Level Agreement called Reseller when a contact is a reseller of their services.

These end customers often have their own ticketing system, and in order to capture the reseller's ticket number, the customer has requested that their Ask page be updated to include an External Ticket Number custom field only when the logged in contact has a Service Level Agreement that only a reseller would have.

Which two widgets or tags are used to complete your customer's request? (Choose two.)

- A. Use the "FormInput" widget.
- B. Use the "Conditional" tag with an "sla" attribute.
- C. Use the "FormInputCustom" widget.
- D. Use the "FormSubmit" widget.
- E. Use the "Field" tag with the "name" attribute.

Correct Answer: BE

QUESTION 3

You are creating several new standard text entries and want to use variables in your standard text.



What is the difference between "Variable" and "\$"?

- A. \$ allows the agent to enter a value and Variable is a fixed value.
- B. \$ pulls in a dynamic value from the database and Variable allows the agent to enter a value.
- C. Variable is a fixed value and \$ pulls in a dynamic value from the database.
- D. Variable pulls in a dynamic value from the database and \$ allows the agent to enter a value.
- E. Variable pulls in a dynamic value from the database and \$ is a fixed variable.

Correct Answer: B

QUESTION 4

Identify the four guidelines that are relevant with regard to web accessibility. (Choose four.)

- A. Ensure all alternate text is unused.
- B. Provide multiple methods for finding content.
- C. Ensure no underlined content exists.
- D. Avoid background sound.
- E. Support increased text sizes.
- F. Ensure color alone is not used to convey content.

Correct Answer: BDEF

QUESTION 5

After an implementation of a Chinese knowledge base, your customer notices there are some search terms that are not found when searching through the knowledgebase under any use case.

You have verified that there are answers for the search terms being searched, but you also verify that answers are not being returned correctly.

Identify the configuration change you would make to mitigate this problem.

- A. Update answer keywords
- B. Verify that all sections of the target answer(s) contain the search terms you're looking for.
- C. Create hidden div tags inside the answer's question section to promote the matching of a given target search term that isn't being matched.
- D. Create entries for the word and its syntax in the dictionary file.



E. Create alias and thesaurus entries with the correct target search terms.

Correct Answer: D

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