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QUESTION 1

Incidents received via email cannot be reopened after the MYQ_REOPEN_DEADLINE has expired. What is the time default set by this configuration?

- A. 120 days (4 months)
- B. 720 hours (30 days)
- C. 365 days (1 year)
- D. 168 hours (7 days)

Correct Answer: D

QUESTION 2

Your client wants to provide users with an Overview Answer that contains links to drill down to more detailed information if the user is interested.

The drilldown Answers should not be included in any search results.

How should the drilldown Answers be configured so that they can be linked to, but won't be displayed in search results?

- A. Set the Access Level to "Help" for the drilldown Answers and save them with a Public status.
- B. Save the drill-down Answers with a Draft status.
- C. Create a special Public status named "Hidden". Save the drill-down Answers with the "Hidden" status.
- D. Enter the drilldown information as Conditional Sections of the Overview Answer. Set the Access Level for those Conditional Sections to the "Help" Access Level. Save the Answer with a Public status.

Correct Answer: D

QUESTION 3

Your customer is using standard statuses, status types, and the standard agent "My Inbox" report.

Which two incident status types will show up in the agent's "My Inbox" report? (Choose two.)

- A. Solved
- B. Unresolved
- C. Waiting
- D. Updated

Correct Answer: CD



QUESTION 4

Your customer ships packages directly to customers using a trackable shipping method.

When an order is shipped, a tracking number is saved in an incident custom field.

In order to quickly respond to customers' questions about shipping status, your customer has requested that a hyperlink control be available on the incident workspace that will load the tracking details of the package associated with the incident when clicked.

The custom field details are below:

The URL your customer has provided for tracking is <https://widgetshippers.com/trackyourpackage?id=>

Of the available options, select the one that satisfies your customer's request.

- A. [https://widgetshippers.com/trackyourpackage?id=\\$p_icf_87](https://widgetshippers.com/trackyourpackage?id=$p_icf_87)
- B. [https://widgetshippers.com/trackyourpackage?id=incidents.c\\$tracking_id](https://widgetshippers.com/trackyourpackage?id=incidents.c$tracking_id)
- C. [https://widgetshippers.com/trackyourpackage?id=c\\$tracking_id](https://widgetshippers.com/trackyourpackage?id=c$tracking_id)
- D. [https://widgetshippers.com/trackyourpackage?id=incidents.c\\$tracking_id](https://widgetshippers.com/trackyourpackage?id=incidents.c$tracking_id)
- E. [https://widgetshippers.com/trackyourpackage?id=\\$icf_c\\$tracking_id](https://widgetshippers.com/trackyourpackage?id=icf_ctracking_id)

Correct Answer: D

QUESTION 5

An agent has mistakenly closed their quick search menu and it is no longer displayed on their desktop. Which two paths are required to display the quick search navigation again? (Choose two.)

- A. File Menu/Links
- B. Navigation Pane/Quick Search
- C. File Menu/Options
- D. Tools Menu/Quick Search
- E. Configuration/Application Appearance

Correct Answer: BD

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