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QUESTION 1

What module is used to create Case Record Producers?

A. Case Record Producers

B. Edit Records

C. Record Producers

D. Maintain Records

Correct Answer: C

QUESTION 2

What benefits does scoping an application bring? (Choose three.)

A. CSM teams can move at their desired pace, independent of IT

B. Provides CSM teams autonomy and control

C. CSM application data and business logic is protected from changes by other applications

D. Account records can be changed only while in the CSM scope

E. Changes in different scopes can be addressed in a single update set

Correct Answer: ABC

QUESTION 3

What are available matching criteria for case assignment in Customer Service Management? (Choose three.)

A. Partner Hours

B. Matching Skills

C. Distance

D. Certifications

E. Assigned Cases

F. Availability Today

Correct Answer: ACE

QUESTION 4

In Advanced Work Assignment, what does the overflow assignment capability do, if defined?

A. When one support group reaches capacity the work item is automatically routed to another group

B. Uses matching and assignment rules to send work items to the agent with the highest availability

C. Routes cases to different groups based on their skill set and availability

D. Uses matching and assignment rules to send work items to the agent with the most capacity

Correct Answer: A

QUESTION 5

When working with communication channels, what inbound email flows are available by default? (Choose two.)

A. Create case for product

B. Create case for asset

C. Update case from forward email

D. Create case from email

E. Update case using reply

Correct Answer: DE

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