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QUESTION 1

Which Flow Designer flow can be used to automatically close resolved cases if customers do not respond within a specified time?

- A. Close Cases in Resolved state
- B. Auto Close Resolved Cases
- C. Resolved to Close State
- D. Move Resolved Cases to Closed

Correct Answer: B

QUESTION 2

HOTSPOT

Match the definitions for roles relationships.

Hot Area:



Answer Area

A customer account, a partner account, or both.

	▼
Partner	
Account	
Contact	
Consumer	

A supported external customer that, sells and supports one or more customers.

	▼
Partner	
Account	
Contact	
Consumer	

A member of an account.

	▼
Partner	
Account	
Contact	
Consumer	

A person who purchases goods and services for personal use.

	▼
Partner	
Account	
Contact	
Consumer	

Correct Answer:



Answer Area

A customer account, a partner account, or both.

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QUESTION 3

Which table must be extended when creating a new case type?

- A. Case (sn_customerservice_case)
- B. Case Task (sn_customerservice_case_task)
- C. Task (task)
- D. Case Type (sn_case_type)

Correct Answer: A



QUESTION 4

When the channel field on a case form is set to Social, where are details of the social media conversations related to the case stored?

- A. Social Channels
- B. Social Profiles
- C. Social Logs
- D. Work notes
- E. Additional comments

Correct Answer: B

QUESTION 5

Which roles can propose a case as a Major Case candidate? (Choose three.)

- A. Proxy contact (sn_customerservice.proxy_contact)
- B. Customer case manager (sn_customerservice.customer_case_manager)
- C. Customer service manager (sn_customerservice_manager)
- D. Customer service agent (sn_customerservice_agent)
- E. Major issue manager (sn_majorissue_mgt.major_issue_manager)

Correct Answer: CDE

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