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QUESTION 1

How many active OpenFrame configurations can you have on an instance?

- A. 2
- B. Unlimited
- C. 1
- D. 3

Correct Answer: B

QUESTION 2

Based on which out-of-box attributes can Special handling Notes be applied to cases? (Choose three.)

- A. Service Contract
- B. Install Base Item
- C. Product
- D. Account
- E. Contact

Correct Answer: CDE

QUESTION 3

Which roles can specify both skills and mandatory skills for cases and tasks? (Choose two.)

- A. Customer service manager (sn_customerservice_manager)
- B. Customer service agent (sn_customerservice_agent)
- C. Customer administrator (sn_customerservice.customer_admin)
- D. Partner (sn_customerservice.partner)

Correct Answer: AB

QUESTION 4

Which are the key self-service functions of the Customer Support Portal? (Choose three.)



- A. Community
- B. Knowledge Base
- C. Open An Incident
- D. Service Catalog

Correct Answer: ABD

QUESTION 5

Guided decisions is a decision authoring and execution capability that dynamically guides agents to resolve complex cases. Guided decisions consist of decision trees. What is a decision tree?

- A. A step-by-step methodology for creating and solving different case types
- B. A detailed check list for customer service teams
- C. A multi-step process consisting of a series of questions answers, and guidance
- D. A set of steps used to define a complex process

Correct Answer: A

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