



MB2-718^{Q&As}

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QUESTION 1

Which two statements regarding standard service-level agreements (SLAs) are true? Each correct answer presents a complete solution.

- A. Standard SLAs record failure time on the entity record itself.
- B. You can create SLAs for entities other than the Case entity.
- C. You can only pause enhanced SLAs.
- D. You must use an enhanced SLA to define multiple success criteria.

Correct Answer: BC

QUESTION 2

Your organization uses enhanced service level agreements (SLA's).

You need to create a view that displays the SLA failure and succeeded time for data related to a case.

Which entity should you use to select the fields?

- A. SLA
- B. enhanced SLA C
- C. SLA KPI Instance
- D. SLA Item

Correct Answer: D

QUESTION 3

You need to search for a specific knowledge base article by number.

Which two options can you use? Each correct answer presents a complete solution.

- A. Service Area
- B. Relevance Search
- C. Categorized Search
- D. Article Template Quick Find



Correct Answer: AC

QUESTION 4

You are creating a new knowledge base article about a known product defect

After publishing the article, you discover an inaccuracy.

You need to correct the issue while maintaining a traceable history of what was published.

What should you do?

- A. Use the update article option.
- B. Revert the article to draft status, fix the error, and then republish the article.
- C. Delete and recreate the article.
- D. Publish a minor revision to the article.

Correct Answer: A

QUESTION 5

Which statement defines a User Interface Integration (UI) action?

- A. the data sent to the action
- B. the signature of the action to be performed
- C. the action to be performed
- D. the trigger for an action

Correct Answer: D

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