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QUESTION 1

A help desk ticket case type is defined as follows:



If the Process ticket step is configured to set the status to Pending-Triage, when is the status of the case set to Pending-Triage?

- A. When the Triage stage starts
- B. When the Process ticket step completes
- C. When the Enter Ticket Details step completes
- D. When the Process ticket step starts

Correct Answer: D

QUESTION 2

You are asked to create a custom status named Open-Review. This status is to be applied to assignments in one application.

How do you satisfy the request?

- A. Circumstance the existing Open field value record on the application name and update the status value to Open-Review.
- B. Add the Open-Review status to the Application record for the application.
- C. Create a field value record named Open-Review for. pyStatusWork with the Apply To class set to the class group.
- D. Create a field value record named Open-Review for .pyStatusWork and configure an Access When record to apply the status to the correct application

Correct Answer: C

QUESTION 3



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In which three situations can you use a data transform? (Choose Three)

- A. To set the destination location as the arrival location
- B. To create a new property after case creation
- C. To set the default arrival date to five days in the future
- D. To copy the first and last name properties into a single property value
- E. To perform an action that allows the user to update a reservation

Correct Answer: CDE

QUESTION 4

Which requirement is satisfied by configuring a service level agreement?

- A. Requests from customers with elite status go to a dedicated work group,
- B. A transaction review is completed within 24 hours.
- C. Users are notified when they receive an assignment.
- D. Transaction dispute cases are considered more urgent than address change cases.

Correct Answer: B

QUESTION 5

Which piece of application content do you localize by using a Field Value rule?

- A. Labels and drop-down values on a section rule
- B. Logos or other images on a harness rule
- C. User instructions in a paragraph rule
- D. User-editable text in a correspondence rule

Correct Answer: A

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