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QUESTION 1

Identify two correct statements about the way Visual Builder Cloud service (VBCS) and Digital Customer Service (DCS) are related.

- A. VBCS is a visual development tool for creating applications in DCS.
- B. DCS is an Offering in Engagement Cloud and VBCS is another Offering in Engagement Cloud.
- C. DCS is an Offering in Engagement Cloud and VBCS is part of that Offering.
- D. DCS is a visual development tool for creating applications in VBCS.

Correct Answer: AC

QUESTION 2

One of your service agents needs a new search filter on his Service Requests list page. How can the agent achieve this?

- A. Add fields from the advanced search functionality.
- B. Grant the agent Administrator permissions to add new search filters.
- C. Create a new search through the application composer.
- D. Create several personalized searches and create them to each other.

Correct Answer: C

QUESTION 3

Which three subobject functions are included in the REST API for Service Requests (SRs)?

- A. Update SR reference
- B. Update resource manager
- C. Delete activity
- D. Update resource member
- E. Delete message

Correct Answer: ACD

QUESTION 4

Immediately after your production deployment of Engagement Cloud your users report that the media toolbar is not



being displayed.

Which are two reasons for this behavior?

- A. You have not enabled the Computer Telephony Integration (CTI) service.
- B. The only toolbar enabled is the default one, and you must configure at least two.
- C. You did not enable the vertical toolbar which is required, while the horizontal is optional.
- D. The signed-in user does not have the appropriate access privileges to a toolbar.
- E. You entered a toolbar height that is not more than 70 pixels.

Correct Answer: AC

QUESTION 5

Which two options are true about reporting on milestones?

- A. Administrator-defined milestone data is not included in Analytics.
- B. No standard reports on milestones are provided.
- C. Milestone reporting is performed via the CRM Service Request Real-Time subject area.
- D. An as-delivered SLA Infolet shows near-overdue and overdue milestones.

Correct Answer: AD

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