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**QUESTION 1**

Your customer has decided to enable an existing Custom Object to be used by the new "Tech Support" profile.

Which two options outline the steps that will enable the "Tech Support" profile to utilize the custom object? (Choose two.)

- A. Update profile permissions/deploy custom object/add to workspace
- B. Update custom object permissions/update profile permissions/deploy custom object
- C. Update custom object permissions/deploy custom object/add to workspace
- D. Update profile permissions/add to workspace
- E. Update custom object permissions/add to workspace

Correct Answer: BC

QUESTION 2

Your client wants to measure agent performance based on feedback from their end customers.

If their end customer provides negative feedback, their incident needs to be reopened automatically.

Identify three tasks to fulfill these requirements. (Choose three.)

- A. Create a broadcast survey.
- B. Schedule a survey to run on a daily basis.
- C. Set an incident business rule to send the survey when an incident is closed.
- D. Create a new queue for unhappy customers.
- E. Create a transactional survey.
- F. Create a report of survey responses.
- G. Assign scores to the survey questions and set the status field based on the values of the responses.

Correct Answer: CFG

QUESTION 3

Your customer wants to use a single workflow for all profiles and has asked you to create a workflow that follows different workflows for different agents based on profile.

Your workflow starts with a script to identify the type of record the agent will be working on before it can split into different workflows.



Which two items enable you to accomplish this? (Choose two.)

- A. Connector Events
- B. Decision Object
- C. Named Event
- D. Connector Condition
- E. Set Field

Correct Answer: AC

QUESTION 4

Your customer has asked you to fulfill a list of requirements for their incident workspace.

The customer has explained that the following constraints will be in place:

Requirements:

They have asked that no customization be part of the new workspace.

Identify three requirements that are met using standard product features within the workspace. (Choose three.)

- A. After the product has been set in the workspace, open up the applicable tab automatically for the agent to view.
- B. Create tabs for each product linking to the product information page on the customer's website.
- C. Capture the Last and First names from the email text and map them to `contacts.last_name` and `contacts.first_name` fields.
- D. Capture the "Product" field from the email and populate the product in the `incidents.prod_id` field.
- E. Create a tab with "Risk Management" data consisting of custom fields and custom object data, and hide it from all standard agents.

Correct Answer: ABD

QUESTION 5

An agent has mistakenly closed their quick search menu and it is no longer displayed on their desktop. Which two paths are required to display the quick search navigation again? (Choose two.)

- A. File Menu/Links
- B. Navigation Pane/Quick Search
- C. File Menu/Options



D. Tools Menu/Quick Search

E. Configuration/Application Appearance

Correct Answer: BD

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