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QUESTION 1

You are building an agent\\'s Incident Script for your customer and they want to chain scripts together within a workflow.

Which three features/functions will be carried over from one script and made available inside the next script? (Choose three.)

A. Contact Fields

B. Page Rules

C. Incident Fields

D. Fired Name Events

E. Custom Fields

F. the ability to use the Beginning button to go to the start of the first script

G. answers to a radio button control

Correct Answer: ACE

QUESTION 2

You are asked to identify how a question has been scored upon a search result.

While researching the question, you identified possible answer attributes to review.

Identify three items that affect the score of the answer and, therefore, should be reviewed. (Choose three.)

A. Status

B. Question

C. Access Level

D. Categories

E. Summary

Correct Answer: BDE

QUESTION 3

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 4

Your customer has team leads who are responsible for creating business rules and managing staff

accounts.

However, they should not be allowed to create or modify any profiles.

Which two options can be used to configure the Navigation Set for these team leads? (Choose two.)

A. Add the Configuration items of Rules and the Staff Account by Group report into the Home Tab and remove the default Navigation Set.

B. Keep the default Configuration Items in the Navigation Set and let the profile handle this.

C. Create a navigation set that only has "Rules" and all "Staff Management" items in the Navigation Set.

D. Add the Configuration items of Workspaces/ Workflows, Rules and the Staff Account by Group report into the Home Tab and remove the default Navigation Set.

Correct Answer: CD

QUESTION 5

Your customer has a complex workspace that has 60+ tabs, 100+ data fields, and over 200+ rules that are fired based on agent actions for their different business functions.

Your customer has told you that their workspace is painfully slow and the call center agents cannot do their work.

The customer would like to keep using a single profile for all their agents to simplify administration.

You have condensed many of the rules in the workspace into named events to try and speed things up, but on the call center agents\\' workstations it\\'s still too slow.

Which three options will speed up the agents\\' workspace? (Choose three.)

A. create workspace rules to hide unused tabs when the workspace loads

B. utilize a single workspace per business function and assign it to the profile

C. reduce the number of data fields on the workspace

D. utilize workflow to split the workspace into more than one

E. reduce the number of tabs that need to be rendered

Correct Answer: ADE

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