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**QUESTION 1**

Your customer wants you to separate their contact records by department.

You determine that to enable this functionality, you need to implement a new custom field, and that the field will need to be available to agents to enter and maintain the values.

Select the four steps to accomplish this. (Choose four.)

- A. Create a navigation set that includes the "department" custom field.
- B. Create a "department" custom field in the incident table.
- C. Set the custom field data type to Text Field.
- D. Update the Contact Workspace with the new "department" custom field.
- E. Create a "department" custom field in the contact table.
- F. Add a name and a column name for the new custom field.

Correct Answer: BCEF

QUESTION 2

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 3

Your customer has a special business process where their agents will put incidents into a waiting status for a period of one week on a regular basis.

Your customer would like these incidents to remain in the waiting status until the agent has finished researching the



incident(s).

Your customer does not want these incidents to close until 7 calendar days have passed.

Which configuration setting needs to be modified from its default value in order to prevent the system from closing the waiting incident automatically?

- A. PURGE_DELETE_INCIDENTS
- B. DORMANT_INCIDENTS
- C. CI_WAITING_CALC_DAYS
- D. CI_HOURS
- E. MYQ_REOPEN_DEADLINE

Correct Answer: CD

QUESTION 4

After an implementation of a Chinese knowledge base, your customer notices there are some search terms that are not found when searching through the knowledgebase under any use case.

You have verified that there are answers for the search terms being searched, but you also verify that answers are not being returned correctly.

Identify the configuration change you would make to mitigate this problem.

- A. Update answer keywords
- B. Verify that all sections of the target answer(s) contain the search terms you're looking for.
- C. Create hidden div tags inside the answer's question section to promote the matching of a given target search term that isn't being matched.
- D. Create entries for the word and its syntax in the dictionary file.
- E. Create alias and thesaurus entries with the correct target search terms.

Correct Answer: D

QUESTION 5

Your client wants to provide users with an Overview Answer that contains links to drill down to more detailed information if the user is interested.

The drilldown Answers should not be included in any search results.

How should the drilldown Answers be configured so that they can be linked to, but won't be displayed in search results?



- A. Set the Access Level to "Help" for the drilldown Answers and save them with a Public status.
- B. Save the drill-down Answers with a Draft status.
- C. Create a special Public status named "Hidden". Save the drill-down Answers with the "Hidden" status.
- D. Enter the drilldown information as Conditional Sections of the Overview Answer. Set the Access Level for those Conditional Sections to the "Help" Access Level. Save the Answer with a Public status.

Correct Answer: D

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