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QUESTION 1

What are some of the influencing factors that will help determine the type of customer support desk structure required? (Choose four.)

- A. Knowledge and skills required for agents
- B. Geographical location of customer
- C. Languages spoken by agents
- D. Number and type of support tools available
- E. Number of customer service portals used
- F. Number of agents required

Correct Answer: ACDF

QUESTION 2

When implementing Knowledge Product Entitlements, what is enabled when activating the Enable access control of Knowledge Articles system property?

- A. Allows access to knowledge articles based on customer's security access
- B. Allows access to knowledge articles that are related to entitlements owned by a customer
- C. Allows access to multi-product line knowledge articles
- D. Allows access to knowledge articles that are related to products owned by a customer

Correct Answer: B

QUESTION 3

Information about a customer's service contract is found in Knowledge.

- A. False
- B. True

Correct Answer: A

QUESTION 4

When the virtual agent plugin is installed NLU is activated but is not available for use until what two configurations are completed? (Choose two.)



- A. Choose the NLU service provider
- B. In the NLU Settings configure the Intent confidence threshold
- C. Enable NLU in Virtual Agent
- D. In the NLU Settings configure the Entity confidence threshold

Correct Answer: BC

QUESTION 5

Access to a Knowledge base or Article can be restricted based on a customer's assets and the product models using which of the following?

- A. Knowledge Product Entitlements
- B. Data Policy
- C. ACL
- D. User Criteria

Correct Answer: D

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