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QUESTION 1

What role does the Engagement Manager play before the Workshop? (Choose two.)

A. Project Manager

B. Acts as intermediary

C. Provides answers to technical problems

D. Assists with technical requirements

Correct Answer: AD

QUESTION 2

HOTSPOT

Match the definitions for roles relationships.

Hot Area:

Answer Area

A customer account, a partner
account, or both.

▼
Partner
Account
Contact
Consumer

A supported external customer
that, sells and supports one or
more customers.

▼
Partner
Account
Contact
Consumer

A member of an account.

▼
Partner
Account
Contact
Consumer

A person who purchases goods
and services for personal use.

▼
Partner
Account
Contact
Consumer

Correct Answer:

Answer Area

A customer account, a partner account, or both.	Partner / **Account** / Contact / Consumer — **Account**
A supported external customer that, sells and supports one or more customers.	**Partner** / Account / Contact / Consumer — **Partner**
A member of an account.	Partner / Account / **Contact** / Consumer — **Contact**
A person who purchases goods and services for personal use.	Partner / Account / Contact / **Consumer** — **Consumer**

QUESTION 3

What are common types of application record data that are imported during a CSM data migration? (Choose two.)

A. Knowledge Article

B. Accounts

C. Chat

D. Case

Correct Answer: BD

QUESTION 4

Advanced Work Assignment (AWA) automatically routes and assigns work items to agents based on which of the following rules? (Choose four.)

A. Experience

B. Skills

C. Availability

D. Shifts

E. Capacity

F. Products

Correct Answer: BCDE

QUESTION 5

Read the use case below to determine if the customer service relationship is B2B or B2C.

Mary Contrary experiences a power outage and call the electrical company. The agent determines the outage is local to the customer and scheduled a technician to Mary\\'s house.

A. B2C

B. B2B

Correct Answer: A

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