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QUESTION 1

Which of the following capabilities is only available when using enhanced SLAs?

A. pause an SLA

B. use security roles to control SLA creation

C. track Key Performance Indicators (KPIs)

D. define failure actions

Correct Answer: A

QUESTION 2

Which statement defines a User Interface Integration (UH) action?

A. the data sent to the action

B. the signature of the action to be performed

C. the action to be performed

D. the trigger for an action

Correct Answer: D

QUESTION 3

Under which two circumstances will a routing rule be applied to a case without user intervention? Each correct answer presents a complete solution.

A. a case is created as the result of a record creation rule

B. a case was created before the routing rule was activated

C. a case is created by using a convert to case action

D. a case is created manually

Correct Answer: AD

QUESTION 4

You create a service level agreement (SLA) that wilt fail after seven days. You select a service calendar that uses 24-hour work days and no holidays. Saturday and Sunday are configured to be non-working days. If no action is taken, how many calendar days can pass before the SLA fails?

A. 5 days

B. 7 days

C. 9 days

D. 11 days

Correct Answer: C

QUESTION 5

You need to search for a specific knowledge base article by number.

Which two options can you use? Each correct answer presents a complete solution.

A. Service Area

B. Relevance Search

C. Categorized Search

D. Article Template Quick Find

Correct Answer: AC

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