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QUESTION 1

An agent runs every 300 seconds. You have been asked to update the agent so that it runs every Friday at 12:00 A.M. How do you modify the agent schedule to meet this requirement?

- A. Change the Recurring pattern to Periodic and enter the Interval value.
- B. Keep the Recurring pattern and update the Interval value.
- C. Keep the Periodic pattern. In the Parameters dialog, update the schedule.
- D. Change the Periodic pattern to Recurring. Open the Parameters dialog and update the schedule.

Correct Answer: A

QUESTION 2

Which of the following requirements can be implemented using Next Best Action?

- A. Provide the customer service representative with a list of potential reasons the customer has called.
- B. Provide problem-solving guidance for customer service representatives so every customer is treated consistently.
- C. Identify why response rates for a campaign in a region are lower than the company average.
- D. Reduce average handle time of each customer interaction to less than two minutes per incident.

Correct Answer: B

QUESTION 3

Sourcing a data page directly from a UI control is an example of which pattern?

- A. System of Record (SoR) pattern
- B. Alias pattern
- C. Reference pattern
- D. Snapshot pattern

Correct Answer: C

QUESTION 4

You populate a data page with product information. The product information varies based on the Product ID.

Which implementation maximizes reusability?



- A. Create a data page and report definition for each context. Use parameters to filter the results of the response data transform.
- B. Create a data page sourced with a report definition. Circumstance the report definition based on context.
- C. Create a data page sourced with a connector. Specialize the data page by class based on context.
- D. Create a data page sources with a report definition. Use parameters to specify a filter condition to retrieve specific results based on the context.

Correct Answer: D

QUESTION 5

In a flow, an integrator shape calls a connector that writes data to a system of record. The system of record is not currently available. How do you simulate the service call invoked from the integrator shape?

- A. Leave the flow in draft mode and simulate integration values in a data transform
- B. Simulate the data page using a data transform
- C. Create a simulation activity for the connector
- D. Configure global resource settings for the connector

Correct Answer: C

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