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QUESTION 1

In a Customer Portal design session, the customer explains to you that they have multiple brands, and that they have multiple websites to reflect these brands.

After reviewing the sites with the customer, you notice that each of the sites contain the same layout and content, but have different colors and branding, such as logos.

Which option allows for a consistent layout and dynamic branding?

A. Use a single template across all Customer Portal pages, and implement themes dynamically.

B. Do not use a theme, and implement templates dynamically.

C. Do not use a template, and implement themes dynamically.

D. Use a single theme across all Customer Portal pages, and implement templates dynamically.

Correct Answer: D

QUESTION 2

Your customer has a number of custom fields that are no longer in use and would like to repurpose them for a new initiative.

Which set of custom field properties can you change as part of the repurpose work?

A. Column Name / Index / Interface Visibility / Notes

B. End-User Visibility / Data Type / Notes

C. Index / Size of Field / Hint / End-User Visibility

D. Label / Column Name / Data Type / Default Value

E. Column Name / Default Value / Hint / Notes

Correct Answer: D

QUESTION 3

Your customer has asked that all incidents be "scanned" for words that may revolve around product defects and injuries so that they can alert their risk management team of any possible product issues or liability. The customer accepts that 100% accuracy is not attainable, and accepts that they will be false positives and a margin for error.

They have provided you the following words to be "scanned":

1.

Mouth

2.

Jaw

3.

Cheek

4.

Jowl

5.

Chin

6.

Oral

7.

Palate

The customer requires the following:

You decide to use a regular expression to search for these words in all incoming emails.

^mouth[,|.|\\'|"|;|:| |!|?|and]|\ jaw[,|.|\\'|"|;|:| |!|?|and]|\ cheek[,|.|\\'|"|;|:| |!|?|and]|\ jowl[,|.|\\'|"|;|:| |!|?|and] |\ chin$[,|.|\\'|"|;|:| |!|?|and]|\

oral[,|.|\\'|"|;|:| |!|?|and]|\ palate[,|.|\\'|"|;|:| |!|?|and]

Identify the three words that will be correctly matched to this regular expression. (Choose three.)

A. Chin

B. Jaw

C. Mouth

D. Cheek

E. Jowl

F. Oral

G. Palate

Correct Answer: BDE

QUESTION 4

Your customer has performed a search on the knowledgebase and has stated that they are getting strange results. Every time they search for the word "widget" the correct answer appears as the 10th answer on the search results and

not at the top of the first page.

How can you increase the value of the word "widget" in the knowledgebase search results?

A. Set the display position to "Place at top."

B. Assign all products and categories to the knowledgebase answer.

C. Set the display position to "Fix at top."

D. Add the search term to the keyword field of the knowledgebase answer.

Correct Answer: D

QUESTION 5

You want to implement a privileged list of answers on the customer portal but answers with the Access Level you have created are showing up for all customers.

What change can you make with the Answer Access Level shown to make it function correctly?

A. There are too many access levels. One of those needs to be removed.

B. The access level being created should not have the "Visible" check box selected.

C. Nothing is wrong with the configuration set on the picture, so no changes are needed.

D. Only the label of the access level needs to be inserted and then saved.

Correct Answer: B

QUESTION 6

View the exhibit.

Your customer has "Gold" level SLAs being applied to certain organizations according to organization rules.

After six months, the business decides to change the response time: instead of responding in 24 hours your agents need to respond within eight business hours.

You modify the "Gold" SLA to reflect this change but you notice that the SLA reports are still using a 24hour response time.

Which statement is correct?

A. You have not activated the rules so the updated SLAs are not being applied.

B. Your site has been corrupted with the "Gold" SLA.

C. Updating the SLA will not automatically update the organization\\\'s SLA instance.

D. The SLA reports will need to be modified to use the new SLA.

Correct Answer: A

QUESTION 7

During requirements gathering, your customer determines that since they will be directing customers to the support pages from their website, they would like the default Home page to be removed.

Which three of the available options are required to complete this requirement? (Choose three.)

A. Update the config verb CP_HOME_URL.

B. Update the config verb CP_LOGIN_URL.

C. Delete the home.php file from the customer portal site.

D. Remove the "Home page" navigation option from the template file.

E. Update the site.css file to remove references to the Home page.

Correct Answer: ADE

QUESTION 8

Which incident field is designed to be used by your customer to standardize tracking of how incidents are resolved?

A. SLA Instance

B. Response Message

C. Severity

D. Disposition

E. Source

Correct Answer: D

QUESTION 9

When building an agent script with the pages and page structure as shown below, you need to take an agent from Page 3 to Page 1. There is no navigation menu in the script because you are controlling it with rules.

Which two rule actions can be used to meet this requirement? (Choose two.)
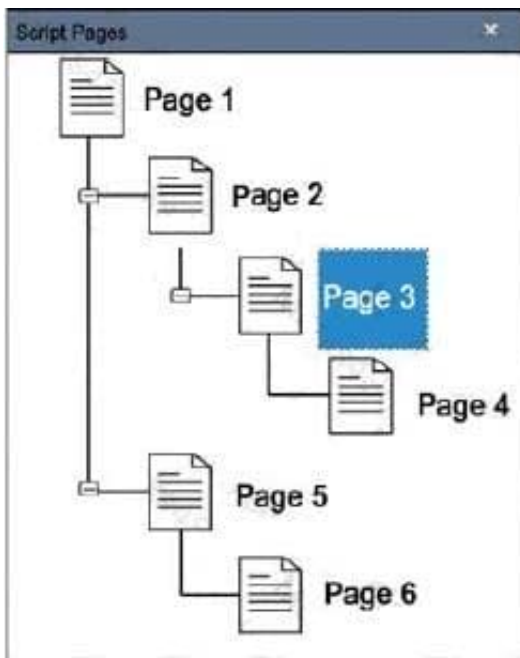
A. Page Rule: Go to previous page

B. Page Rule: Go to certain page

C. Script Rule: Fire an Exit event

D. Page Rule: Go to next page

E. Page Rule: Go to beginning of script

F. Script Rule: Fire a name event

Correct Answer: CF

QUESTION 10

You are asked to identify how a question has been scored upon a search result.

While researching the question, you identified possible answer attributes to review.

Identify three items that affect the score of the answer and, therefore, should be reviewed. (Choose three.)

A. Status

B. Question

C. Access Level

D. Categories

E. Summary

Correct Answer: BDE

QUESTION 11

During your customers\\' busiest hours, it is common for a supervisor to move agents from one queue to another to attend to more critical incidents.

Which four options allow the supervisor to meet this Requirement? (Choose four.)

A. The supervisor could include or exclude queues from the agent\\'s profile and the agent can log out and log back in.

B. The supervisor adds a business rule that sets the queue.

C. The supervisor could manually change the queue of a group of incidents to the queue the agents are working.

D. Agents have access to a custom report that can filter and display all queues as directed by the supervisor.

E. The supervisor can delete a queue, so any incidents in that queue will requeue.

F. Agents can remove SLAs from the Organization records.

G. Agents can log out of the console and log in again with a different user account with access to the needed queue.

Correct Answer: ABCG

QUESTION 12

You have been asked to configure an automatic email response to new incidents.

The email should be sent whenever an Incident is submitted with a category of "credit" and it should send

a personalized credit letter to the customer.

Identify three items that are needed to support this requirement. (Choose three.)

A. Send Receipt Email.

B. Append Response Template to Notes Field.

C. Send Email Response to Sender.

D. Create a credit letter in Standard Text that uses variables for name and address.

E. Escalate to Level Credit.

F. Email Incident Information.

G. Append Response Template to Response Field.

Correct Answer: CDG

QUESTION 13

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 14

Your customer wants agents to respond to specific product questions in a uniform manner.

They interact with their customers through the customer portal, chat, and email. Some of the responses can be automated, so you set these responses as standard text.

Which three standard text types can you use? (Choose three.)

A. Category Text

B. Chat URL

C. Incident Text

D. Chat Text

E. Product Text

F. Answer Text

G. Rule Text

H. End User Text

Correct Answer: AEG

QUESTION 15

Your customer had previously allowed their end customers to be able to submit incidents only via an email mailbox into Outlook.

Now that they are deploying Customer Portal, they still need to allow emails to be submitted and have an incident created.

What two items must be enabled to meet this requirement? (Choose two.)

A. EGW_SECURE_UPDATE_ENABLED

B. EGW_UPDATE_BY_CREATE

C. EGW_ENABLED

D. EGW_AUTO_CONT_CREATE

E. EGW_SAVE_EMAIL_HEADERS

Correct Answer: BD

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