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Question: 145

A regional bank servicing its Automated Teller Machines (ATMs) is an example of what type of field service?

- A. Reactive field service
- B. Internal field service
- C. External field service
- D. Predictive field service

Answer: B

Question: 146

When can work order tasks be dispatched?

- A. Parts have been sourced
- B. Field agent is assigned
- C. Customer books an appointment
- D. Dispatch group is assigned

Answer: B

Question: 147

Which reasons can field agents provide when rejecting tasks that were assigned to them? (Choose two)

- A. Type of work not preferred
- B. Skills mismatch
- C. Not a preferred customer
- D. Parts unavailable

Answer: A,B,D

Question: 148

What criteria are utilized in auto-assignment of work order tasks? (Choose three.)

- A. SLA status
- B. Age of task
- C. Skills
- D. Task windows
- E. Geolocation

Answer: A,C,D,E

Question: 149

How are dispatch groups that can be selected from work order tasks filtered?

- A. By Manager
- B. By Location coverage
- C. By Group type

D. By Group members

Answer: B

Question: 150

Agents and managers cannot create knowledge articles from Community questions.

- A. True
- B. False

Answer: B

Question: 151

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

- A. False
- B. True

Answer: A

Question: 152

From what places in SN can an agent create a case? (Choose three.)

- A. Customer Service Application
- B. Contact
- C. Account
- D. Chat

Answer: A,B,C

Question: 153

What are the conditions that matching rules are based on? (Choose two.)

- A. Agent resources best suited to work on a case
- B. Specific routing rules
- C. Filters set up in advanced work assignment
- D. Specific case attributes

Answer: A,D

Question: 154

Predictive Intelligence improves Case management by:

- A. Predicting what values should have gone into empty fields in historical records
- B. Reducing the number of records needed to accurately predict a value
- C. Replacing legacy routing rules
- D. Predicting Case values without manual intervention

Answer: D

Question: 155

Which of the following is a condition for matching rules?

- A. Agent domain
- B. Assignment
- C. Switching
- D. Specific case attributes

Answer: B

Question: 156

What do blue circles in the timeline of a case form represent?

- A. Note
- B. State
- C. Activity
- D. Comment

Answer: B

Question: 157

Predictive Intelligence improves triage quality by eliminating the guesswork.

Predictive Intelligence supports which of the following decisions? (Choose two.)

- A. Case Escalation
- B. Case State
- C. Case Categorization
- D. Case Prioritization

Answer: A,C,D

Question: 158

Which Business Rules are part of the Customer Service Management baseline configuration? (Choose two.)

- A. Apply Role by Customer
- B. Auto Assessment
- C. Change Update to Close
- D. Update Case Entitlement

Answer: A,B,D

Question: 159

What are the Critical Success Factors that are related to CSM Suite Implementations? (Choose four.)

- A. Define the Business Pain Points
- B. Provide consistent service to customers
- C. Have a clear understanding of the use cases
- D. Define the number of hours needed to develop the associated requirements
- E. Implementation is only as good as the underlying process

Answer: A,C,D,E

Question: 160

What should be emphasized when designing solutions? (Choose three.)

- A. Minimize customizations
- B. Focus Out-of-the-box functionality
- C. Design for Scalability
- D. Mobile friendly functionality

Answer: A,B,C,D

Question: 161

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

Answer: A,D

Question: 162

What should be part of the pre-engagement collateral?

- A. Frequently Asked Questions (FAQ)
- B. Scoping Guide
- C. Customer Service roles template
- D. Stock Keeping Unit (SKU) and pricing sheet

Answer: B

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