

Latest Version: 6.0

Question: 1

Which four types are used by incidents queues?

- A. FIFO
- B. Round Robin (Logged In)
- C. LIFO
- D. Quick
- E. Round Robin (All)
- F. Standard
- G. Advanced Routing

Answer: BEFG

Question: 2

How many rows can be returned by a tabular query?

- A. Unlimited
- B. 100000
- C. 100
- D. 10000
- E. 1000

Answer: E

Question: 3

Which five actions should you perform to configure advanced routing?

- A. Configure collaboration with external users who are not agent desktop users.
- B. Add product and category fields to the Live Help page of the Customer Portal.
- C. Create and activate a rule to route incidents to the advanced routing incident queue.
- D. Add Access Control to a navigation set.
- E. Define products and categories.
- F. Assign guided assistance permission to a profile.
- G. Assign advanced routing permissions to a profile.
- H. Create an advanced routing incident queue.

Answer: ACDEG

Question: 4

Which six actions initiate the business rules engine to run their configured logic?

- A. An agent edits contacts, incidents, organizations, or tasks.
- B. A customer creates an incident in the end user portal.
- C. A customer updates contact details via the end-user pages.
- D. The rules engine is updated.
- E. A customer adds more information to their incident via the end-user pages.
- F. An agent creates or edits an answer.
- G. An administrator compiles the rules engine.
- H. An agent views the rule log.
- I. An agent edits an opportunity.
- J. An agent runs an incident report.

Answer: ADEFGJ

Question: 5

Which six actions can have a null value?

- A. Set SLAs
- B. Set Agent
- C. Set Assigned
- D. Set Mailbox
- E. Set Status
- F. Set Fields
- G. Set Product
- H. Set Category
- I. Set Queue
- J. Set Disposition

Answer: ADFIJ