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QUESTION 1

You have been instructed to implement the "My Knowledge" page for your customer\\'s Engagement Cloud site.

Which is the correct first action inconfiguring "My Knowledge"?

A. Use the task "Manage Administrator Profile Values", search for the "Enable My Knowledge Menu for All Users" profile option, and activate it.

B. Use the task "manage Administrator Profile Values", search for the "Enable My Knowledge Menu for Service" profile option, and activate it.

C. Use the task "Manage Service Request knowledge Profile Options", search for the "SVC_ENABLE_KNOWLEDGE_PAGE_EXTERNAL_USERS" profile option, and set "Site" value to "Yes".

D. Use the task "ManageService Request knowledge Profile Options", search for the "SVC_ENABLE_ARTICLE_CREATION_EDITION" profile option, and set the "SITE" value to "Yes".

E. Use the task "Manage Administrator Profile Values", search for the "Enable My Knowledge Menu for Help Desk" profile option, and activate it.

F. Use the task "Manage Service Request knowledge Profile Options", search for the "SVC_ENABLE_KNOWLEDGE_IN_SR" profile option, and set "SITE" value to "Yes".

Correct Answer: A

QUESTION 2

You are creating orediting a SmartText entry. Which four options can you insert into the entry?

A. URLs

B. Tables

C. Images

D. Variables

E. Text

F. Other SmartText entries

Correct Answer: BDEF

QUESTION 3

What is the main function of the Data Security Policies?

A. defines the data a particular user can see and/or modify

B. defines the views the application can access

C. defines the privileges and roles a particular user can have

D. defines the views or functionalities the user can access

E. defines the actions a particular user can do

Correct Answer: D

QUESTION 4

Which two options are true about reporting on milestones?

A. Administrator-defined milestone data is not included in Analytics.

B. No standard reports onmilestones are provided.

C. Milestone reporting is performed via the CRM Service Request Real-Time subject area.

D. An as-delivered SLA Infolet shows near-overdue and overdue milestones.

Correct Answer: AD

QUESTION 5

Identify two correctstatements about the way Visual Builder Cloud service (VBCS) and Digital Customer Service (DCS) are related.

A. VBCS is a visual development tool for creating applications in DCS.

B. DCS is an Offering in Engagement Cloud and VBCS is another Offering in Engagement Cloud.

C. DCS is an Offering in Engagement Cloud and VBCS is part of that Offering.

D. DCS is a visual development tool for creating applications in VBCS.

Correct Answer: AC

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