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QUESTION 1

You need to extract all service Request (SR) data from your Engagement Cloud site from the last 12 months.

Identify two valid approaches to get this large volume of data.

- A. You can schedule a single export as an ESS job (also known as a "scheduled process") for all 12 months of SR data.
- B. You can download large volumes of SR data from the Analytics interface.
- C. You must retrieve large volumes of data through a REST API endpoint.
- D. You can schedule incremental exports as ESS jobs (also known as a "scheduled process") on a periodic basis, such as weekly or monthly.

Correct Answer: AB

QUESTION 2

Your customer has asked to investigate a possible bug in their Engagement Cloud Knowledge Base. Users are authoring and publishing articles but these articles are not visible to other users even though the visibility for every article is set to all users.

What could be causing this behavior?

- A. Authors need to make their articles available in order to set them as favorites, so other users can be notified as the articles are updated.
- B. Articles are available to users only after the application updates the knowledge base search index. This happens at regular intervals and there might be some elapsed time before the search index is updated.
- C. There is a configuration failure in the publishing task. A user provisioned as "Knowledge Manager" must ensure that the "automatic refresh for articles" option is set to "Yes" from the "Manage Administrator Profile Values" task.
- D. Users that want to see immediate updates to articles must have the article in their favorites, so that it is identified as a document of interest and the user will be informed that there has been an update published.

Correct Answer: B

QUESTION 3

Your customer has warned you that non-English speakers are going to get access to articles but all your articles are written in English.

Which option allows the customer to address the problem, so that all users can get articles in their native language?

- A. Modify the original base locales of the articles to match the target language.
- B. Deploy the Auto-Translate option on existing articles and turn on the "auto-Translate new articles" feature.

- C. Enable new locales for the languages to be used and provision designated users to translate the articles.
- D. Diagnose the usage of the articles to eliminate all nonused documents to avoid unnecessary translations.

Correct Answer: C

QUESTION 4

You want to configure the workflow for the standard Service Request (SR) object. Which four actions can you do?

- A. You can modify the workflow to update field values within the SR object.
- B. You can generate tasks for the SR object from the workflow.
- C. You must make the changes using the Page Composer tool.
- D. You will be required to code any new workflow actions in Groovy.
- E. You can send an e-mail notification to specified recipients.
- F. You can define the workflow to run when certain fields of the SRObjcet are changed.

Correct Answer: ABEF

QUESTION 5

Which two statements are true regarding the Audit History tab of a Service Request?

- A. It is enabled by default.
- B. It is available only to authorized administrators.
- C. It is searchable by date range, username, event type, event severity, and event duration.
- D. It is exportable to Excel.
- E. It allows users to save searches for later reuse.

Correct Answer: AE

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