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QUESTION 1

Identify the seven data types that are available as custom fields.

A. Text Area

B. Integer

C. Date Field

D. Currency

E. Date/Time

F. Text Field

G. Yes/No

H. Menu

I. Float

J. Multi Select Menu

Correct Answer: BCDEFGI

QUESTION 2

Your customer shipspackages directlyto customersusing a trackable shipping method. When an order is shipped, a trackingnumber is savedin an incidentcustom field.

In order to quickly respond tocustomer\'squestions about shippingstatus,yourcustomerhas requestedthat a hyperlink controlbe availableon the incidentworkspace that will loadthe tracking detailsof the package associatedwith the incidentwhen clicked.

The custom field details are below:

Name: Tracking ID Data Type:Text Field Usage: Plain Text Default Value: Null Size ofField: 13 Column Name: tracking_id Custom Field ID: 87

The URL customer has provided fortrackingishttps://widgetshippers.com/trackyourpackage?id=

Of the available options, select the one that satisfies your customer\'s request.

A. https://widgetshippers.com/trackyourpackage?id=incidents.c$tracking_id

B. https://widgetshippers.com/trackyourpackage?id=c$tracking_id

C. https://widgetshippers.com/trackyourpackage?id=$p_icf_87

D. https://widgetshippers.com/trackyourpackage?:id=incidents.c$tracking_id

E. https://widgetshippers.com/trackyourpackage?id=$icf_candtracking_id

Correct Answer: A

QUESTION 3

Your customer is editing acontact workspacethat is the parentof a object customer. They do notsee the child custom object information.

Select the three areas to check to verify that the condition is correct.

A. The custom object was deployed.

B. The custom object has a relationship with the parent.

C. The profile has custom object permissions.

D. The custom object has an associated workspace.

E. The custom object has workspace permissions.

Correct Answer: ABE

QUESTION 4

Your customer would like a high, medium, or low severity level assigned to each incident. The agents will service the incidents using a queue representing each severity. Which option shows the minimum steps required to satisfy the requirements?

A. Create incident queues and severities

B. Create incident statuses, queues, and severities

C. Create incident severities

D. Create incident statuses and queues

Correct Answer: A

QUESTION 5

Your customer\\'s "Chat Survey Score" report contains valid records; however all of the average scores to be zero.
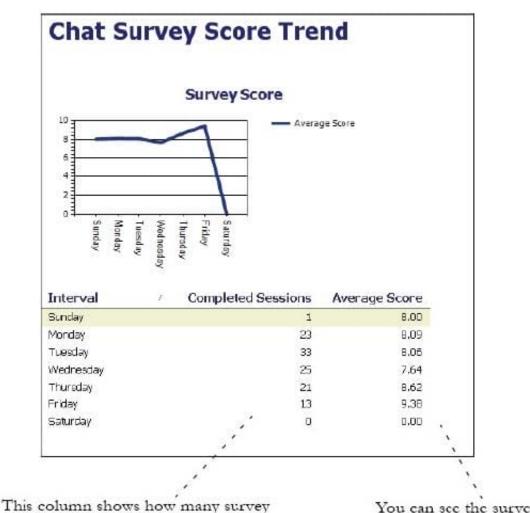
What two steps will correct this?

A. Add values to the Score field in the Survey Questions.

B. Ensure the survey\\'s questions are included In the "Chat Survey Score" report.

C. Update the Filters in the report.

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D. Change the Survey questions to a Matrix type.

E. Refresh the Chat Survey report.

F. Change the format of the Average Score.

Correct Answer: DE

Note: *Survey Results by Chat Session shows your customers\\' responses to surveys they received after completing chat sessions. The report shows you the names of the surveys completed by the customers, the dates and times the survey responses were received, and the total score from each survey response.

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