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QUESTION 1

View the exhibits.

Exhibit A

AcId: 101907

Tables

Table	Alias	Join condition	Type
Accounts	accounts		
Incidents	incidents	accounts.acct_id = incidents.assgn_acct_id	Outer

Logical Expression
incidents.status_type = Unresolved

Join Filters

Level: Grid Report

Columns

Heading	Expression	Data Type	Description
Full Name	accounts.full_name	Text	
# Incidents	count(incidents.i_id)	Integer	

Exhibit B

AcId: 101906

Tables

Table	Alias	Join condition	Type
Accounts	accounts		
Incidents	incidents	accounts.acct_id = incidents.assgn_acct_id	Outer

Filters

Logical Expression: incidents.status_type = Unresolved

Type	Name	Prompt	Expression	Operator	Value	Data Type
Fixed	incidents.status_typ... = Unresolved	incidents.status_type	incidents.status_type	equals	Unresolved	Menu

Level: Grid Report

Columns

Heading	Expression	Data Type	Description
Full Name	accounts.full_name	Text	
# Incidents	count(incidents.i_id)	Integer	

Exhibit C

AcId: 101905

Tables

Table	Alias	Join condition	Type
Accounts	accounts		
Incidents	incidents	accounts.acct_id = incidents.assgn_acct_id	Inner

Filters

Logical Expression: incidents.status_type = Unresolved

Type	Name	Prompt	Expression	Operator	Value	Data Type
Fixed	incidents.status_typ... = Unresolved	incidents.status_type	incidents.status_type	equals	Unresolved	Menu

Level: Grid Report

Columns

Heading	Expression	Data Type	Description
Full Name	accounts.full_name	Text	
# Incidents	count(incidents.i_id)	Integer	

Exhibit D

AcId: 101908

Tables

Table	Alias	Join condition	Type
Incidents	incidents		

Filters

Logical Expression: incidents.status_type = Unresolved

Type	Name	Prompt	Expression	Operator	Value	Data Type
Fixed	incidents.status_typ... = Unresolved	incidents.status_type	incidents.status_type	equals	Unresolved	Menu

Level: Grid Report

Columns

Heading	Expression	Data Type	Description
Full Name	incidents.assgn_acct_id	Menu	
# Incidents	count(incidents.i_id)	Integer	

Exhibit E

AcId: 101909

Tables

Table	Alias	Join condition	Type
Accounts	accounts		
Incidents	incidents	accounts.acct_id = incidents.assgn_acct_id	Inner

Filters

Logical Expression: incidents.status_type = Unresolved AND incidents.assgn_acct_id != No Value

Type	Name	Prompt	Expression	Operator	Value	Data Type
Fixed	incidents.status_typ... = Unresolved	incidents.status_type	incidents.status_type	equals	Unresolved	Menu
Fixed	incidents.assgn_acct... != No Value	incidents.assgn_acct_id	incidents.assgn_acct_id	not equals	No Value	Menu

Level: Grid Report

Columns

Heading	Expression	Data Type	Description
Full Name	incidents.assgn_acct_id	Menu	
# Incidents	count(incidents.i_id)	Integer	

Your manager asks youto create a report that showsevery Staff Account and how manyopen incidentshave been assignedto them.Which report definitionmeets this criteria?

A. Exhibit A

B. Exhibit B

C. Exhibit C

D. Exhibit D

E. Exhibit E

Correct Answer: C

Explanation: Use inner join.

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

View the Exhibit.
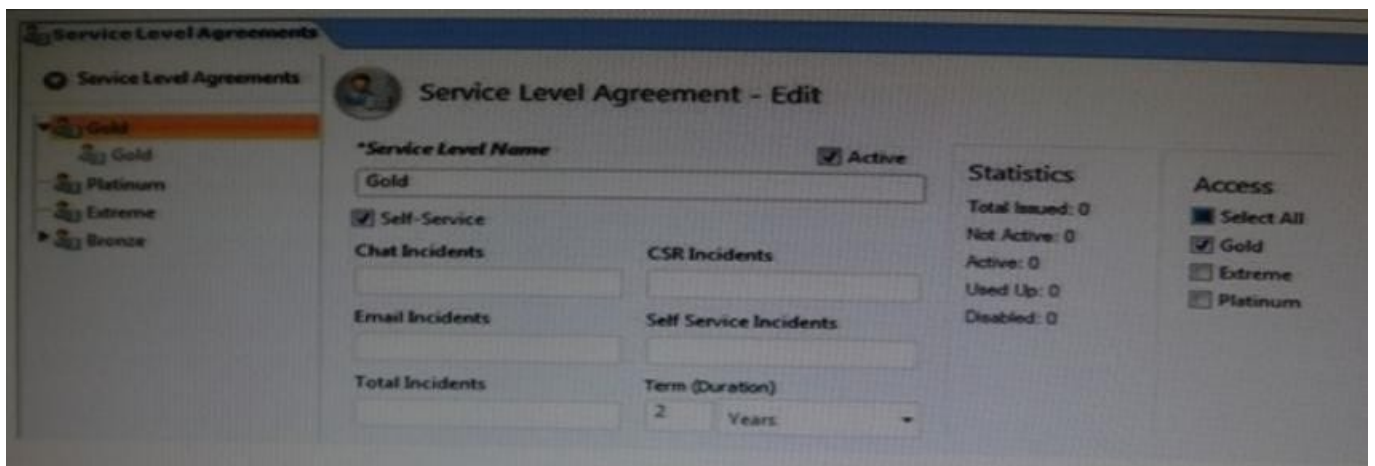
Your customer has"Gold" level SLAs beingappliedto organizationautomaticallywith an organizationrule.

After six months the business decides to reducethe turnaroundtimefor the response.

Instead of respondingin 24 hoursyours agentsneedto respond to theend customers within thebusiness hours.

You modify the Gold SLA to reflect this change but you notice that the SLA reports are still using a 24 hours response time.

Which statement is correct?

A. Your site has been corrupted with "Ghost" SLAs (See Exhibit).

B. You have not activated the rules so the updated SLAs are not being applied.

C. Updating the SLA will not automatically update the organization\\'s SLA.

D. The SLA reports will need to be modified to use the new SLA.

Correct Answer: D

QUESTION 4

Your customer has a single Service level Agreement and applies the service Level Agreement called Reseller when a contact is a reseller of their services.

These end customers often have their own ticketing system, and in order to capture the reseller\\'s ticket number, the customer has requested that their Ask page be upgraded to include an External Ticket Number custom field only when the logged in contact has a Service level Agreement that only a reseller would have.

Which two widgets or tags are used to complete your customer\\'s request?

A. Use the "Conditional" tag with an "sla" attribute.

B. Use the "FormInput" widget.

C. Use the "FormInputCustom" widget.

D. Use the "FormSubmit" widget.

E. Use the "Field" tag with the "name" attribute.

Correct Answer: AE

QUESTION 5

Your customer has two different typesof end customersthat will be visitingtheir knowledgebasewebsite.

The types are "public customers"and "registeredcustomers".

They would like to presentadditional knowledgebase answersto the registeredcustomers.

Choose the two statements required to set up this type of environment.

A. Set up an access level without customer visibility and assign it to the registered customer answers.

B. Ensure registered customers in to the knowledgebase website and are assigned a service level with the access level to their account.

C. Create special Products and Categories for the registered customer answers.

D. Set up an access level without customer visibility and assign it to all the customer answers.

E. Create a special public answer status for the registered customer answers.

Correct Answer: BC

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