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QUESTION 1

Your client has already established a product catalog of sales products and now wants to include service products to categorize service requests. You suggest the creation of a newcatalog.

What are two advantages of creating a new service catalog instead of using an existing one?

- A. requires less work and effort
- B. allows use of a simpler hierarchy
- C. allows the display of a product hierarchy specifically for service purposes
- D. allows you to use the same product hierarchy as sales

Correct Answer: AD

QUESTION 2

Your Engagement Cloud site has had the knowledge function enabled. Your internal users want to author articles. Unfortunately, they cannot find the option to create new articles.

What option could cause this problem?

- A. The User Group selected for authoring articles has been set to `External".
- B. The Base Locale for the articles has not been enabled in the correct language.
- C. Users have not been given the "Knowledge Analyst" role.
- D. The "Show article snippet in search and recommend" option has not been selected in the task "Manage Administrator Profile Values".

Correct Answer: C

QUESTION 3

Identify two correct options about Application Composer, as the primary web-based tool within Engagement Cloud used to modify standard and custom objects.

- A. It allows edits to dashboard pages.
- B. It requires the use of a sandbox to modify the fields associated with standard and custom objects.
- C. It requires proper permissions to use the tools and additional permissions to edit the desired object.
- D. In includes a preview option for all standard and custom object pages.

Correct Answer: B

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QUESTION 4

Your customer wants to have a vertical MediaToolbar instead of the Horizontal one. Which statement is true?

- A. The only Vertical Toolbar that you can enable is the Notifications Toolbar.
- B. The Horizontal Toolbar is always required, while the Vertical Toolbar and notifications are optional.
- C. TheVertical Toolbar is always required, while the Horizontal Toolbar and notifications are optional.
- D. You must set the Vertical Toolbar as the Default, and deactivate all Horizon Toolbars.

Correct Answer: D

QUESTION 5

Your client has noticed that inbound emails from customers are not creating or updatingservice requests.

Which step should they perform to automate it?

- A. Adjust the inbound message filters.
- B. Enable SVC_SR_INBOUND_EMAIL_AUTO_UPDATE.
- C. Adjust permissions on all customer\\'s profiles.
- D. Enable SVC_ENABLE_INBOUND_EMAIL_DEFAULT_PROCESSING.

Correct Answer: B

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