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QUESTION 1

Proactive Customer Service Operations works Event Management to proactively monitor and fix issues affecting customers. It can also trigger case workflow's and enable organizations to notify customers whose services or products are impacted by an outage or issue. What are the three main components that make up Proactive Customer Service Operations? (Choose three.)

- A. Proactive Prevention
- B. Service-Aware Install Base
- C. Service Reporting
- D. Proactive Case
- E. Service-Aware CMDB
- F. Service Monitoring

Correct Answer: BDF

QUESTION 2

On the Customer Service Portal which personas can see work orders from their company hierarchy? (Choose two.)

- A. Partner admin
- B. Partner contact
- C. Customer admin
- D. Customer contact

Correct Answer: AC

QUESTION 3

Which of the following roles can update a consumer's record? (Choose two.)

- A. Consumer Support Agent (sn_customerservice.consumer_agent)
- B. Customer Service Manager (sn_customerservice_manager)
- C. Customer Service Agent (sn_customerservice_agent)
- D. Customer (sn_customerservice.customer)

Correct Answer: AD

QUESTION 4

What are the three main components that make up Proactive Customer Service Operations? (Choose three.)

- A. Service Monitoring
- B. Service Reporting
- C. Service-Aware CMDB
- D. Service-Aware Install Base
- E. Proactive Case
- F. Proactive Prevention

Correct Answer: ACF

QUESTION 5

From which one of the following can an agent create a CSM Case:

- A. Human Resource Application
- B. Incident Management
- C. Chat
- D. Special Handling Note

Correct Answer: C

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