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QUESTION 1

Advance Work Assignment assigns work to agents based on their availability, capacity, and skills. Agent Affinity enhances the Advanced Work Assignment process by adding additional agent details organized by affinity type. Which of these are these affinity types? (Choose three.)

- A. Skill seniority
- B. Account team responsibility
- C. Historical
- D. Related task
- E. Product expertise

Correct Answer: BCD

QUESTION 2

In case management, Parent Child Synchronization allows for which of the following:

- A. Enabling the Customer Service agent to create cases so that all the children cases can be managed by managing the parent case
- B. Parent cases to automatically generate child cases when all fields are filled out thus synchronized auto-population
- C. Child cases to be separated from Parent cases and will not be synchronized automatically
- D. Synchronization of all child cases as well as children of child cases on all levels

Correct Answer: A

QUESTION 3

When working with communication channels, what inbound email flows are available by default? (Choose two.)

- A. Create case for product
- B. Create case for asset
- C. Update case from forward email
- D. Create case from email
- E. Update case using reply

Correct Answer: DE

QUESTION 4

What does NLU stand for?

- A. Natural-Learning Userability
- B. Natural-Language Understanding
- C. Natural-Learning URL
- D. Natural-Language URL

Correct Answer: B

QUESTION 5

What is the purpose of the sidebar feature in CSM Configurable Workspace?

- A. Enables agents to keep information regarding details of the case visible at all times
- B. Enables agents to access response templates to help them resolve cases faster and more efficiently
- C. To enable agents to collaborate with other agents or Subject Matter Experts (SMEs) in real-time for faster case resolution
- D. Enables managers to discreetly monitor chats between agents and customers

Correct Answer: B

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