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QUESTION 1

Which two options are true about role synchronization for Digital Customer Service (DCS)?

A. is required for every DCS instance

B. also synchronizes userIDs and passwords between DCS and Engagement Cloud

C. enables DCS user authentication through an identity management service (such as Engagement Cloud identity management)

D. is real time

Correct Answer: AD

QUESTION 2

When creating localized Digital Customer Service applications, in which order would you perform the following steps?

1.

 Update the English message as needed for your DCS application.

2.

 Export the English language message bundle.

3.

 Translate the English message bundle to all desired languages.

4.

 Import translated message bundles.

A. 1,3,2,4

B. 3,2,4,1

C. 2,4,3,1

D. 1,2,3,4

Correct Answer: D

QUESTION 3

Your customer has noticed thatemails are being retrieved every day only at 3:00 PM. This behavior began three days ago and no configuration changes were made during that time.

What is the cause of this new behavior?

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A. a configured job to process inbound emails

B. an inbound message filter per time schedule

C. a configured profile option to schedule the retrieval of emails

D. an inbound message filter per sender

Correct Answer: B

QUESTION 4

Digital Customer Service application configuration settings in json.cfg include which four options?

A. Default communication preferences

B. Knowledge management language locales

C. Default chat channel preferences

D. Service request links

E. Knowledge management article links

F. Product and category filtering

G. Default notification preferences

H. Default timezone

Correct Answer: BDEF

QUESTION 5

Which two keyboard shortcuts can be modified?

A. OK

B. Create Service Request

C. Cancel

D. Save and Continue

E. Save and Close

Correct Answer: AB

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