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QUESTION 1

Your customer\\'s "Chat Survey Score" report contains valid records; however, all of the average scores seem to be zero.

Which two steps will correct this? (Choose two.)

A. adding values to the Score field in the Survey Questions

B. ensuring the survey questions are included in the "Chat Survey Score" report

C. updating the filters in the report

D. changing the survey questions to a Matrix type

E. changing the format of the Average Score

Correct Answer: DE

QUESTION 2

Your customer would like supervisors to use a Multi-Edit workspace when updating incidents for their agents.

Which four fields are available for edit on the incident Multi-Edit workspace? (Choose four.)

A. Assigned. Queue

B. Organization

C. Channel

D. Email Address

E. Post code

F. Language

Correct Answer: BCDF

QUESTION 3

Your customer has asked that all incidents be "scanned" for words that may revolve around product defects and injuries so that they can alert their risk management team of any possible product issues or liability. The customer accepts that 100% accuracy is not attainable, and accepts that they will be false positives and a margin for error.

They have provided you the following words to be "scanned":

1.

Mouth

2.

Jaw

3.

Cheek

4.

Jowl

5.

Chin

6.

Oral

7.

Palate

The customer requires the following:

You decide to use a regular expression to search for these words in all incoming emails.

^mouth[,|.|\\'|"|;|:| |!|?|and]|\ jaw[,|.|\\'|"|;|:| |!|?|and]|\ cheek[,|.|\\'|"|;|:| |!|?|and]|\ jowl[,|.|\\'|"|;|:| |!|?|and] |\ chin$[,|.|\\'|"|;|:| |!|?|and]|\

oral[,|.|\\'|"|;|:| |!|?|and]|\ palate[,|.|\\'|"|;|:| |!|?|and]

Identify the three words that will be correctly matched to this regular expression. (Choose three.)

A. Chin

B. Jaw

C. Mouth

D. Cheek

E. Jowl

F. Oral

G. Palate

Correct Answer: BDE

QUESTION 4

Your customer wants to use a single workflow for all profiles and has asked you to create a workflow that follows different workflows for different agents based on profile.

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Your workflow starts with a script to identify the type of record the agent will be working on before it can split into different workflows.

Which two items enable you to accomplish this? (Choose two.)

A. Connector Events

B. Decision Object

C. Named Event

D. Connector Condition

E. Set Field

Correct Answer: AC

QUESTION 5

When an agent handles a product return incident, they require the ability to go through a series of questions to determine the appropriate answer/response.

You determine this would best be solved using guided assistance which is automatically launched when a specific category is selected by an agent.

Which three steps are required to implement this solution? (Choose three.)

A. Create a guide that takes the agent step by step to the relevant answers that the agent needs for a product return.

B. Add the guide to an answer in the answer workspace.

C. Add a workspace rule that has a trigger for when a Guide is Finished.

D. Add an Answer Display Control to the incident workspace.

E. Add a Guided Assistance Control to the incident workspace.

F. Create a workspace rule that invokes a guide based on "a field has a certain value."

G. Create a business rule that starts a guide.

Correct Answer: BDF

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