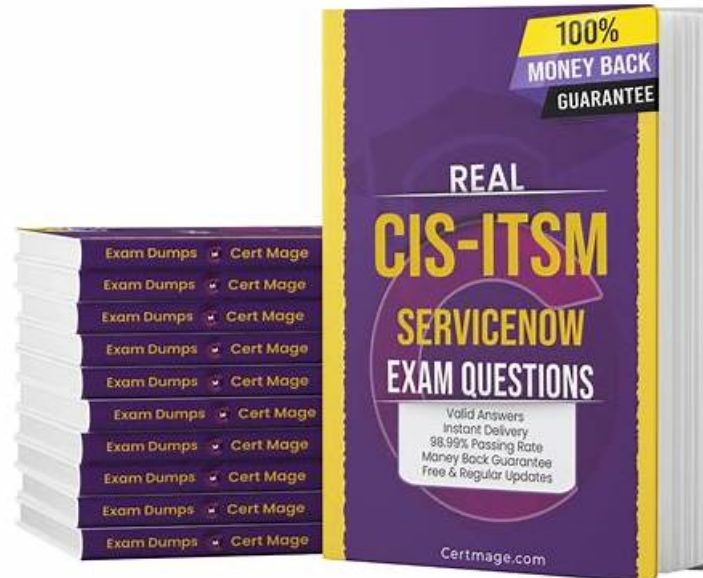


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Sample Questions (Q142-Q147):

NEW QUESTION # 142

Which record type would you use for an Ask a Question form that would generate an Incident?

- A. Linked Item
- **B. Record Producer**
- C. Order Guide
- D. Catalog Item
- E. Content Hem

Answer: B

NEW QUESTION # 143

Which table can be used to build a report to see which knowledge articles are no longer viewed by users?

- **A. kb_use**
- B. kb_knowledge
- C. kb_feedback
- D. kb_article_statistics

Answer: A

Explanation:

kb_use table stores a record every time an article is viewed. It is useful to build reports to see which articles are no longer viewed.

NEW QUESTION # 144

In knowledge management, which conditions must be met before users can import Word documents?

- A. The user must have the knowledge or knowledge_admin role.
- **B. The user must meet the conditions in the Can Contribute User Criteria for at least one knowledge base OR have the knowledge or knowledge_admin role.**
- C. The knowledge base must have the Enable Article Import field set to true.
- D. The user must have one of the roles specified in the Knowledge system property "List of roles (comma-separated) that can import Knowledge Articles".

Answer: B

NEW QUESTION # 145

The marketing department at Universal Containers regularly changes the page layout requirements for its custom marketing objects.

The VP of Marketing has asked the administrator for permission to configure only these objects.

What can the administrator do to meet this request?

- A. Grant the VP of Marketing the ability to log in as a user who is an administrator.
- B. Create a custom profile with Edit permission on the custom marketing objects and assign to the VP of Marketing.
- C. Enable the Marketing User permission on the user record for the VP of Marketing.
- **D. Set up the VP of Marketing as a delegated administrator for the custom marketing objects.**

Answer: D

NEW QUESTION # 146

A Knowledge Article can be associated with multiple Knowledge Bases.

- **A. False**
- B. True

