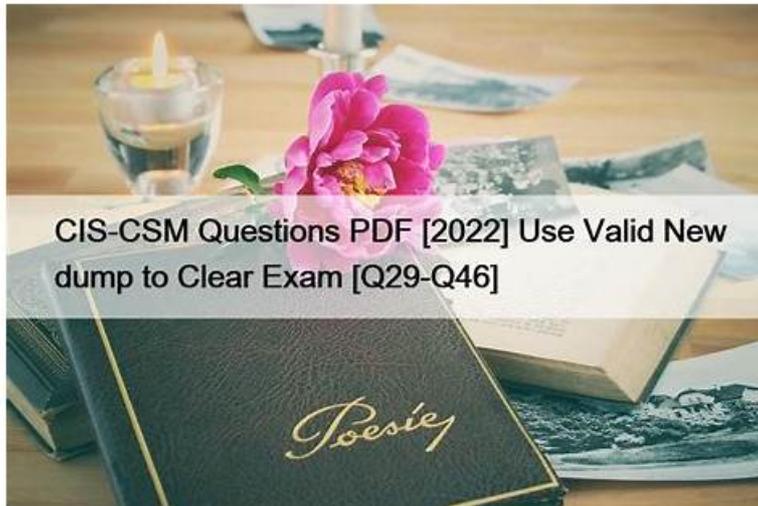


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NEW QUESTION # 42

Which of the following is a required field in the Resolution Information tab in order to close a case?

- A. Cause
- B. Closed by
- C. Resolution notes
- D. Closed

Answer: C

NEW QUESTION # 43

Which feature allows an agent to copy reusable messages to case or task forms to provide quick and consistent messages to users?

- A. Templates
- B. Quick Messages
- C. Response Templates
- D. Quick Actions

Answer: C

NEW QUESTION # 44

Which service catalogs are available out-of-the-box in the customer portals? (Choose two.)

- A. Customer Service
- B. Product Service
- C. Partner Service
- D. Consumer Service

Answer: A,C

NEW QUESTION # 45

Which of the following roles have permission to create a relationship between a contact and an account? (Choose two.)

- A. sn_customerservice_agent
- B. sn_customerservice.customer_admm
- C. sn_customerservice.partner_admin
- D. admin
- E. sn_customerservice_manager

Answer: D,E

NEW QUESTION # 46

What are features of Customer Service Management? (Choose four.)

- A. Skills-based routing
- B. Service Contracts
- C. Real-time SLAs
- D. Demand Management
- E. Service Entitlements
- F. Timed Audits
- G. Service Prospecting

Answer: A,C,D,E

NEW QUESTION # 47

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