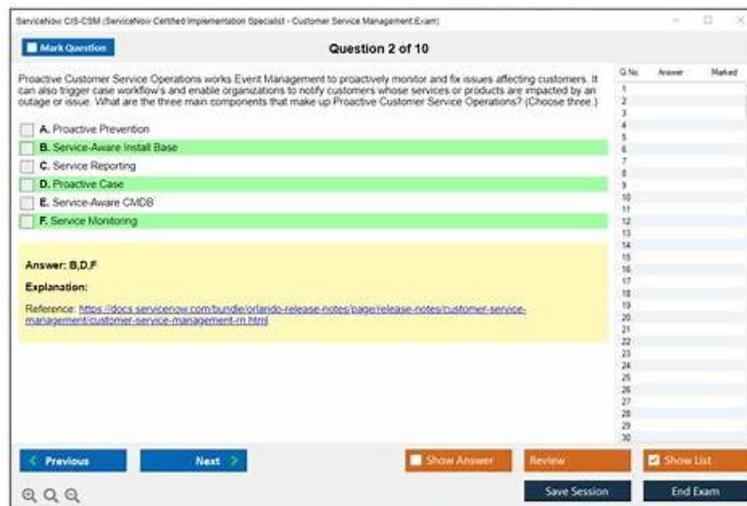


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NEW QUESTION # 220

Which of the following statements is correct regarding product models in CSM?

- A. Product models can contain either physical items or digital (logical) items but not both in the same model
- B. Products models can only contain digital (logical) items
- C. Product models can contain both physical items and digital (logical) items in the same mode
- D. Product models can only contain physical items

Answer: C

NEW QUESTION # 221

Advanced Work Assignment (AWA) pushes work to qualified agents using work item queues, routing conditions, and assignment criteria that you define. Which step would ensure the work was allocated to the appropriate agent?

- A. Define Work Item Queues (Where to route)
- B. Define Assignment Rules (How to assign work items)
- C. Configure Service Channels (What to route)
- D. Set the Agent Experience (What agents see in their Workspace inbox)

Answer: A

NEW QUESTION # 222

Information about a customer's service contract is found in Knowledge.

- A. True
- B. False

Answer: B

NEW QUESTION # 223

Regarding Account Teams, what is the purpose of marking a role as 'unique'?

- A. Ensure there is a dedicated account manager for that account
- B. The role then becomes a parent responsibility
- C. The role then becomes a child responsibility
- D. Prevent the same role being used on different customer accounts

Answer: C

NEW QUESTION # 224

What are the advantages of leading indicators over lagging indicators? (Choose two.)

- A. Easy to influence
- B. Hard to influence
- C. Retrospective
- D. Prospective Most Voted

Answer: A,D

NEW QUESTION # 225

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