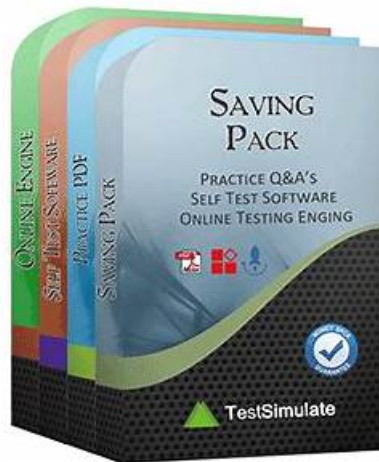


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Management Exam Sample Questions (Q223-Q228):

NEW QUESTION # 223

Partner admin contacts have access to the data of both their partner accounts and customer accounts.

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

Answer: B

NEW QUESTION # 224

Out-of-box, which functionality handles state transitioning for case management?

- A. Business Rules
- B. Flows
- C. Workflows
- **D. State Flows**

Answer: D

NEW QUESTION # 225

Which Flow Designer flow can be used to automatically close resolved cases if customers do not respond within a specified time?

- A. Close Cases in Resolved state
- B. Move Resolved Cases to Closed
- C. Resolved to Close State
- **D. Auto Close Resolved Cases Most Voted**

Answer: D

NEW QUESTION # 226

Which entity denotes the product instance that has been installed or provisioned for a customer?

- A. Sold Product
- B. Service Agreement
- **C. Install Base Item**
- D. Contract

Answer: C

NEW QUESTION # 227

Why would a customer service manager system administrator create want tabs on a dashboard?

- A. There's a finite number of widgets allowed per dashboard
- B. Reports must be categorized by role on each dashboard
- C. Reports must be categorized by type on each dashboard
- **D. To better organize reports and widgets, and make it easier to share widgets**

Answer: D

NEW QUESTION # 228

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