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Question No. 1

Milestones are a key component of Service Entitlements. Identify three correct options regarding milestones.

- **A.** Milestones are customizable by an administrator to include any number of organization-specific milestone types.
- **B.** Milestones are actions on a service request (SR) that must be completed by a specific time.
- **C.** Milestones can be one of four default types: 'First Response', 'Second Response', 'Final Action', and 'Resolution'.
- **D.** Milestones can be configured to start, pause, or complete based on a complex expression with AND, OR, and parentheses.
- **E.** Milestones are commitments to handle SRs within certain timelines.

Answer: A, C, D

Question No. 2

Which three steps are required to configure the system to send an email notification when a milestone has reached warning status?

- **A.** Add an extension column to the milestone object to hold the warning threshold value.
- **B.** Configure an analytics report showing milestones in warning status.
- **C.** Specify the warning threshold for the milestone in the standard coverages.
- **D.** Create standard text to be posted to the message thread.
- **E.** Configure the email template to be used for notification.
- **F.** Configure an object workflow action to send the email when the milestone status changes to warning.

Answer: B, C, E

Question No. 3

Which three subobject functions are included in the REST API for Service Requests (SRs)?

- **A.** Update SR reference
- **B.** Update resource manager
- **C.** Delete activity
- **D.** Update resource member
- **E.** Delete message

Answer: A, C, D

Question No. 4

Your customer has the following requirement: when filtering service requests an agent wants to see by default all those service requests that are "New", whose channel type is "Web", and are assigned to them.

Which five activities should be completed by an agent on the SR list page in order to create an appropriate personalized service request search filter?

- **A.** In Advanced Search, confirm Record Set = Assigned to Me.
- **B.** Change the section identified with Status = New

- **C.** In Advanced Search, save and select the "Set as Default" box.
- **D.** In Advanced Search, select Action > Update.
- **E.** Click the Show Advanced Search icon.
- **F.** In Advanced Search, Add Channel Type = Web.

Answer: A, B, C, E, F

Question No. 5

Your customer wants to have a vertical Media Toolbar instead of the Horizontal one.

Which statement is true?

- **A.** The only Vertical Toolbar that you can enable is the Notifications Toolbar.
- **B.** The Horizontal Toolbar is always required, while the Vertical Toolbar and notifications are optional.
- **C.** The Vertical Toolbar is always required, while the Horizontal Toolbar and notifications are optional.
- **D.** You must set the Vertical Toolbar as the Default, and deactivate all Horizontal Toolbars.

Answer: D

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