

Check your knowledge

8 minutes

Answer the following questions to see what you've learned.

1. Which one of the following options is an auxiliary work area that contains tools for supporting or expediting tasks when agents are resolving customer issues?

- ☐ Scheduling board
- ☐ Healthcare Patient Portal

☒ Productivity pane

✓ **The Productivity pane is an auxiliary work area that contains tools for supporting or expediting tasks when agents are resolving customer issues.**

☐ Azure Health Bot

2. Which portal template was originally deployed in your environment before you set it to the Healthcare Patient Portal template?

☒ Customer Self-service

✓ **The Customer Self-service portal template was originally deployed in your environment before you set it to the Healthcare Patient Portal template.**

☐ Employee self-service

☐ Community

☐ Customer Portal

3. Which role is required for a user to act as a live agent in Patient Service Center and accept patient escalations?

☐ Productivity Tools User

☐ Knowledge Manager

☐ Field Service - Resource

☒ Omnichannel Agent

✓ The Omnichannel Agent role is required for a user to act as a live agent in Patient Service Center and accept patient escalations.

4. Which of the following features are displayed in the Patient Access Portal?

☐ Messages, Conditions, Claims, Emergency Contacts

☒ Find a Doctor, Appointments, Visit Summaries, Coverages

✓ Find a Doctor, Appointments, Visit Summaries, and Coverage features are displayed in the Patient Portal.

☐ Appointments, Allergies, Care plans, Locations

☐ Care teams, Organizations, Messages, Medications

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