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NEW QUESTION: 1

A company is planning for the migration of an existing knowledge base into Salesforce Knowledge. Which set of factors should be considered in selecting which articles to migrate?

- A. Original creation date and total number of article views
- B. Original creation date and average rating of articles
- C. Last modified date and frequent search terms
- D. Last modified date and number of recent article views

Answer: D (LEAVE A REPLY)

NEW QUESTION: 2

The Universal Containers' customer support organization has implemented Knowledge Centered Support (KCS) in its call center. However, the call center management thinks that agents are not contributing new knowledge articles as often as they should.

Which two should the company do to address this situation? Choose 2 answers

- A. Create a dashboard that includes articles submitted by agents and approved for publication.
- B. Measure and reward agents based on the number of new articles submitted for approval.
- C. Measure and reward agents based on the number of new articles approved for publication.
- D. Require agents to check a box on the case when submitting a new suggested article.

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 3

Universal Containers is migrating from classic knowledge to lightning knowledge using the lightning knowledge migration tool and noticed that none of the article file attachments were migrated.

How can a consultant migrate the file attachments?

- A. Use the lightning knowledge migration tool and choose "include files".
- B. Post the files to the chatter feed on each article.
- C. Upload the files as documents, then relate them to the migrated articles.
- D. Use the files related list on each article to add files to your articles.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 4

What should a consultant recommend to ensure chat requests contain enough information for reps to effectively respond?

- A. Configure lightning guided engagement.
- B. Customize the lightning console that page.
- C. Configure a chat validation rule.
- D. Customize the pre-chat form.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 5

Which Statement is true regarding Salesforce Chatter Answers? Choose 3 answers

- A. External users can subscribe to Answers
- B. Select best answers for questions.
- C. Escalate a question to a case
- D. Knowledge articles can be created from Answers
- E. Answers can be exposed to partner portal users

Answer: B,C,D (LEAVE A REPLY)

NEW QUESTION: 6

Universal Containers recently rolled out a Salesforce Knowledge implementation; however, users are finding unreliable and unrelated Knowledge Articles displayed in the Knowledge One widget in the Salesforce Console.

Which two actions should a Consultant recommend to address the lack of quality checking?

Choose 2 answers

- A. Restrict the Manage Articles user permission
- B. Set up an intuitive Data Category hierarchy
- C. Require that an article be added when closing a case
- D. Enable and configure wildcards for article searches

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 7

A company is changing its case management system to Salesforce. All active accounts, contacts, and closed cases for the past 5 years must be migrated to Salesforce for go-live. Which approach should be used for the data migration?

- A. Plan, Prepare, Validate, Execute, Test
- B. Prepare, Plan, Test, Execute, Validate
- C. Plan, Prepare, Test, Execute, Validate
- D. Prepare, Plan, Validate, Execute, Test

Answer: A (LEAVE A REPLY)

NEW QUESTION: 8

Universal Containers, a new Salesforce customer, needs its millions of consumers to have public access to Knowledge on its corporate website. The consumers also need the ability to login to create, update, and read historical cases.

Which product and license type would meet all of these requirements?

- A. Visualforce and Self-Service Portal
- B. Force.com Sites with Knowledge and Web-to-Case
- C. Force.com Sites with Knowledge and Email-to-Case
- D. Force.com Sites and High-Volume Customer Portal

Answer: D (LEAVE A REPLY)

NEW QUESTION: 9

A customer has recently implemented an on-premise telephony system that is common in the industry. This customer purchased Salesforce licenses and is planning to integrate these two systems. What option should a consultant recommend?

- A. Use a computer telephony integration (CTI) adapter that supports its telephony system.
- B. Build a custom computer telephony integration (CTI) adapter using the Toolkit.
- C. Implement an on demand telephony solution provided by a vendor.
- D. Create an API integration between Salesforce and the telephony system.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 10

What method can NOT be leveraged to capture Cases in addition to via the Case tab?

- A. Customer Portal
- B. Chatter feeds
- C. Email to Case
- D. Self Service Portal

Answer: (SHOW ANSWER)

NEW QUESTION: 11

Universal Containers wants to implement Omni channel within service cloud for its representatives.

What is the first step required to configure Omni channel?

- A. Assign users to Omni channel permissions.
- B. Assign users to the Omni channel feature license.
- C. Enable Omni channel in setup.
- D. Contact salesforceto have Omni channel enabled.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 12

Which native Service Cloud solution is used for case satisfaction surveys?

- A. Check the survey option in the case settings
- B. Enable the case survey option on the case object
- C. Enable the case survey auto-response rule
- D. Create a Web-to-case form with a custom case type of survey

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 13

When designing a Case management solution to increase agent productivity, which Service Cloud features should you consider first? Choose 2 answers.

- A. Case dashboards
- B. Case queues
- C. Case assignment rules
- D. Case custom reports

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 14

Universal Containers wants to provide its customers with more support options.

Which three should a Consultant recommend?

Choose 3 answers

- A. Utilize KCS to manage Knowledge
- B. Implement SOS for mobile experience
- C. Configure Chatter for public access
- D. Add Live Agent to public-facing sites
- E. Create a Customer Community

Answer: A,B,D ([LEAVE A REPLY](#))

NEW QUESTION: 15

Universal Containers are developing a business continuity plan for their contact center.

What should the company consider? Choose 2 answers

- A. Recovery point objective

- B. Criteria for plan activation
- C. Open access to systems
- D. Site consolidation

Answer: B (LEAVE A REPLY)

NEW QUESTION: 16

Universal Health supports medical kits that have been distributed to thousands of hospitals. Hospitals can request future credit by providing kit usage information by patient. The regional processing teams review these requests and award coupons for approved cases. What should a consultant recommend to manage this process using Service Cloud?

- A. Design a custom object to track credit requests and route them regionally using assignment rules
- B. Use cases to track the credit requests and route them to regional teams using assignment rules
- C. Use Web-to-Lead to capture the credit requests and assign them to regional teams using workflow rules.
- D. Enable the self-service portal to generate logins for the hospital staff by region.

Answer: B (LEAVE A REPLY)

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NEW QUESTION: 17

Universal Containers initiates cases based on electronic transmissions from power units. The case management process is as follows:

A work order is submitted to a field service team to perform a technical review.

After the technical review is closed, an agent needs to contact the customers to review the activities.

Cases can only be closed after the customer review has been completed.

Universal Containers needs to determine whether the work orders and customer contacts should be stored as child cases or on a related custom object.

Which three aspects should the consultant consider to meet these requirements?

Choose 3 answers

- A. Work order and customer contact escalation requirements

- B. Case closure rules on the original case
- C. Total number of account and contact records in the database
- D. Visibility and access to the work order records
- E. Account team relationship to the primary contact

Answer: A,B,D (LEAVE A REPLY)

NEW QUESTION: 18

What are two benefits of deploying Knowledge in Customer Communities?

- A. Replaces the need for an email channel
- B. Eliminates tracking of customer entitlements
- C. Reduces incoming call volume
- D. Uncovers gap in the knowledge base

Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 19

The Universal Containers Contact Center has Customer Support Agents who speak Spanish and wants all cases where Spanish is the preferred language to be handled by these agents in real time. Universal Containers allows customers to contact agents through phone and chat.; Which solution should be implemented to support this?

- A. Omni -Channel
- B. CaseAuto -Response Rules
- C. Case Assignment Rules
- D. Visual Workflow

Answer: (SHOW ANSWER)

NEW QUESTION: 20

Universal Containers wants to shorten the average call time in its contact centers by prompting the customers to enter customer number and identify their order and product information when they call for support. After providing this information, the customer should then have the option to speak a support agent if they still need help. Which system will help Universal Containers meet this requirement?

- A. Interactive Voice Response
- B. Automatic Call Distribution
- C. Order Management System
- D. Computer Telephony Integration

Answer: A (LEAVE A REPLY)

NEW QUESTION: 21

What are two basic concepts of Knowledge-Centered Support (KCS)? Choose 2 answers

- A. Evolving content-based product lifecycles
- B. Developing a knowledge base on the experience of an individual

- C. Rewarding learning, collaboration, sharing and improving.
- D. Creating content as a result of solving issues

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 22

A service manager has just configured chat at a company site. Now, the agents cannot see the chat footer components in the console.

Which configuration option should be verified?

- A. Verify that users are assigned the chat feature license.
- B. Verify that users are assigned the chat user profile.
- C. Verify that users have access to the chat public group.
- D. Verify that users have access to the chat buttons.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 23

Which two capabilities of Salesforce Knowledge ensure accurate content in Articles?

Choose 2 answers

- A. Knowledge Action to Publish an Article once the Article is approved
- B. Data Category to assign an Article Type to a Reviewer
- C. Approval Process that assigns an Article to a Reviewer Queue
- D. Validation Rules for Article Types to verify all fields during creation

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 24

For which purpose should a contact center use Visual Flow?

- A. To assign follow-up tasks to an agent one week after a case is closed.
- B. To escalate to the support manager if it has been open for more than 72 hours
- C. To automatically assign cases to a specific queue based on the customer support level
- D. To automate business processes for agents who troubleshoot customer support issues via phone

Answer: D (LEAVE A REPLY)

NEW QUESTION: 25

A Service Rep transfers a Live Agent Chat to another Rep.

Which two things will happen?

- A. The chat transcripts and case are transferred
- B. Both Service Reps can chat with the customer
- C. The Customer is shown the new Rep's name
- D. The Customer doesn't know they were transferred

Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 26

A case has not been closed even after 30 days, but those cases can be closed in 7 days. What should the consultant do to overcome this? choose 2 options

- A. Use auto response rule to send an email
- B. Identify those cases and assign to the closure team
- C. Supervisors to investigate those cases
- D. Use escalation rule to send an email

Answer: B,C ([LEAVE A REPLY](#))

NEW QUESTION: 27

Which three are characteristics of Visual Workflow? Choose 3 answers

- A. Only one version of a flow can be activated at a time.
- B. Elements can be used to pass data to legacy systems.
- C. Apex code must be used to pass data to legacy systems.
- D. Apex code must be used to update fields in the database.
- E. Elements can be used to update fields in the database.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 28

Universal Containers has four internal divisions that use Salesforce Knowledge. Compliance requirements mandate that each division should only have access to its own articles when performing a search. Which solution should a consultant recommend to meet this requirement?

- A. Create a sharing rule for each division to provide access based on criteria of the article.
- B. Create separate data category groups for each division and assign the category to a division profile.
- C. Create a single data category group for each division and provide access using the role hierarchy.
- D. Create a sharing rule for each division to provide access using the role hierarchy.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 29

Which technology will allow a client to enable ideas on a public website? There are two correct answers.

- A. Partner portal
- B. Customer portalPartner portal
- C. Self-serviceportal
- D. Force.com Sites
- E. Force.com Web Services API

Answer: D,E ([LEAVE A REPLY](#))

NEW QUESTION: 30

Universal Banking has customer support operations in both Canada and the United States. Compliance regulations are listed below.

* Agent users in Canada can only view articles pertaining to Canadian products

* Agent users in the US can only view articles pertaining to US-based products.

How should article visibility be configured to enforce the compliance rules?

- A. Create geography-based roles to restrict access using data categories
- B. Create geography-based profiles to restrict access using data categories
- C. Create geography-based profiles to restrict access by mapping article types
- D. Create geography-based roles to restrict access by mapping article types

Answer: A (LEAVE A REPLY)

NEW QUESTION: 31

Which case submission process leverages Apex email services?

- A. On-demand Email-to-Case
- B. Web-to-Case
- C. Case submitted using chat
- D. Email-to-Case

Answer: A (LEAVE A REPLY)

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NEW QUESTION: 32

Universal Containers provides Customer Support for two separate business operations. The cases managed for each operation have different steps and fields.

Which three features could be implemented to support this? Choose 3 answers

- A. Support Processes
- B. Page Layouts
- C. Omni-Channel
- D. Article Types
- E. Record Types

Answer: A,C,E (LEAVE A REPLY)

NEW QUESTION: 33

Universal Containers contact center has experienced an increased number of customer questions due to a growing product portfolio. Which two solutions should a consultant recommend to minimize the need to hire more agents? Choose 2 answers

- A. Web -to -Case
- B. Community
- C. Live Agent
- D. Chatter Questions

Answer: B,D ([LEAVE A REPLY](#))

NEW QUESTION: 34

A contact center manager wants to measure improvements to operations after the implementation of a new workforce management system.

A contact center manager wants to measure improvements to operations after the implementation of a new workforce management system.

Which two metrics can be used to assess the success of the new workforce management system? Choose 2 answers

- A. Schedule adherence
- B. Agent utilization
- C. Quality monitoring score
- D. Number of calls offered

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 35

An Inside Sales Contact Center Manager would like to assess the ROI of the Contact Center. Which three metrics should the Manager use to assess the ROI? Choose 3 answers

- A. Number of leads created
- B. Opportunities per channel
- C. Number of sales queues
- D. Cost per call
- E. Average queue time per agent

Answer: A,B,D ([LEAVE A REPLY](#))

NEW QUESTION: 36

Which two configuration steps are required before Quick Actions can be used in Macros? Choose 2 answers

- A. The specific Quick Action must be added to the Case Feed.
- B. Quick Actions must be enabled in the org.
- C. The specific Quick Action must be added to the Case record page.
- D. Global Actions need to be on the publisher layout.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 37

The Universal Containers contact center offers support via email, the Internet, and a Community. The contact center manager wants to demonstrate the success of recent self-service initiatives to executive management.

What report should the contact center manager present to executive management?

Choose 2 answers

- A. Number of cases closed by a self-service user
- B. Average call handle time by team
- C. Number of cases created using portal
- D. Number of IVR inquiries without agent involvement

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 38

UniversalContainers wants to deploy Live Agent as a new support channel, and wants its Support Agents to be able to respond to chats quickly.

Which two features should a Consultant recommend? Choose 2 answers

- A. Configure LiveMessage
- B. Activate quick test
- C. Deploy Pre-Chat form
- D. Create quick actions

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 39

Support agents need to verify that customers are eligible to receive customer support before they can update the Which two objects are used to verify that a customer is entitled to receive support? Choose 2 answers

- A. Service contracts
- B. Products
- C. Contacts
- D. Case history

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 40

Universal Containers wants to ensure the contracted service level requirements for its clients are being met.

What should be configured to meet this requirement?

- A. Entitlement processes, contracts, milestones, and milestone actions
- B. Entitlement processes, contract line items, milestones, and entitlements
- C. Entitlement processes, milestones, milestone actions, and entitlements
- D. Entitlement processes, contracts, contract line items, and entitlements

Answer: (SHOW ANSWER)

NEW QUESTION: 41

Sales engineer needs visibility to list field edits, emails, case comments, and related objects on ONE page. How can this be achieved?

- A. Custom Visual force page
- B. Custom report
- C. Customer view of case tab
- D. Custom related list

Answer: A (LEAVE A REPLY)

NEW QUESTION: 42

Universal Containers uses Live Agent to interact with customers. Service Reps complain that it takes too much time to end the chat and close the case.

Which two features should a Consultant recommend to address this concern? Choose 2 answers

- A. Lightning Guided Engagement
- B. Visual Workflow
- C. Macros
- D. Quick Text

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 43

A team of publishers has created and published articles in Salesforce knowledge. The manager of the help desk describe articles are useful to agents. Which reports can the help desk manager use to determine the quality of the articles? Choose 2 answers

- A. Report on agent ratings on articles
- B. Report on the articles followed in Chatter
- C. Report on the articles attached to cases
- D. Report on agent feedback on articles

Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 44

How is the hash mark (e.g., #salesforce) used in chatter?

- A. Ties the Chatter message to a topic
- B. Indicates a clickable URL hyperlink
- C. Indicates the name of a group in which to place the Chatter message
- D. Links the Chatter message to Twitter

Answer: A (LEAVE A REPLY)

NEW QUESTION: 45

When a Self Service Portal User adds a Case Comment the following actions take place:

- A. A Workflow rules is activated
- B. None of the above
- C. An email is automatically sent to the case owner
- D. An Assignment Rule is Activated

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 46

Universal Containers email policy requires that all email traffic remain within its firewall. Currently, the company has 200 support agents handling email from five different time zones. Which solution should a consultant recommend?

- A. Web-to-Case
- B. On-Demand Email-to-Case
- C. Salesforce for Outlook
- D. Email-to-Case

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 47

The lifecycle of a Knowledge article consists of five stages.

In which order does an article proceed through these stages?

- A. Create, approve, publish, consume, feedback
- B. Create, publish, feedback, approve, consume
- C. Create, consume, feedback, approve, publish
- D. Create, feedback, publish, approve, consume

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 48

Open CTI allows Advanced Administrators and Developers to embed call controls in an HTML area that can be placed within Salesforce to control the telephony system What are the two common places to embed these call controls?

Choose 2 answers

- A. On the left sidebar of Salesforce Classic

- B. On a new tab in the agent's browser
- C. On the footer of the Lightning Console
- D. On the Highlights Panel of a Primary tab

Answer: A,C ([LEAVE A REPLY](#))

NEW QUESTION: 49

A company has implemented Salesforce Service Cloud. The company needs Key Performance Indicators (KPIs) to ensure that its customer support service center is profitable. Which three metrics can be used to help executive management understand service center costs? Choose 3 answers

- A. Case resolution time
- B. All Cases closed Month-to-date
- C. All open cases by Channel
- D. All Cases by Customer
- E. All open Cases by Priority

Answer: A,C,E ([LEAVE A REPLY](#))

NEW QUESTION: 50

Universal Containers is looking for ways to provide more proactive support and to promote its brand on the internet with minimal investment. A consultant recommends installing the Social Customer Service Start Pack.

Which two features should the consultant recommend as part of the deployment?

- A. Retrieve Social Studio credentials.
- B. Select two Twitter or Facebook accounts.
- C. Create and assign permission sets to give agents social account access.
- D. Enable the Moderation feature to automatically create cases from posts.

Answer: C,D ([LEAVE A REPLY](#))

NEW QUESTION: 51

Universal Containers plans to migrate data into SFDC from a legacy system. Which step should be taken before performing the migration of the data (Choose 2)?

- A. Enable data validation rules
- B. Perform data cleaning
- C. Develop data map
- D. Normalize database

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 52

Universal Containers Executives want to see contact center metrics from each of its different geographic regions. How should a Consultant support this requirement?

- A. Create a single Dashboard with a Case Team filter.

- B. Create a Dashboard for each Region.
- C. Create a Dashboard for each Case Team.
- D. Create a single Dashboard with a Region filter.

Answer: (SHOW ANSWER)

NEW QUESTION: 53

Universal Containers has determined that case list views are slow to load because of the large number of cases in the system.

Which two actions will improve the performance of the list views? Choose 2 answers

- A. Restrict visibility of the views
- B. Filter the views by case owner
- C. Reduce the number of fields displayed
- D. Remove filter criteria from the views

Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 54

The VP of Service at Universal Containers is looking for ways to reduce contact center costs.

Which two metrics should the Consultant recommend?

Choose 2 answers

- A. First Call Resolution
- B. Time to Answer
- C. Average Handle Time
- D. Service-Level Agreements

Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 55

Which feature should a Consultant recommend to allow a Tier 2 Service Representative to take over case processing from Tier 1 and know how far Tier 1 had progressed in troubleshooting?

- A. Lightning Guided Engagement
- B. Lightning Flow Component
- C. Service Console Macros
- D. Path for Cases

Answer: A (LEAVE A REPLY)

NEW QUESTION: 56

Universal Containers wants to provide its five million customers a solution where customers can submit inquiries, monitor the status of those inquiries, and view their contact information.

Which type of Community license should be used to meet these requirements?

- A. Employee Community
- B. Company Community
- C. Customer Community
- D. Partner Community

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 57

A consultant has been hired to integrate a client's phone system with the Salesforce Service Console. What are two key considerations for this integration? Choose 2 answers

- A. Service Console case creation configuration
- B. Call Center Definition File creation
- C. CTI Adapter configuration
- D. Lightning Console enablement

Answer: B,C ([LEAVE A REPLY](#))

NEW QUESTION: 58

Universal Containers is in the process of setting up a business-to-business (b2b) portal. The company needs to give customers access to service level agreements (SLA) via the portal. Which solution is recommended to accomplish this requirement?

- A. Milestones
- B. Service contracts
- C. Cases
- D. Assets

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 59

Universal Containers is setting up a field service dispatch contact center. Which functionality should be considered when designing the contact center? (Choose 2)

- A. Predictive dialer for outbound calls
- B. Visibility into service entitlements
- C. Chatter groups for customer
- D. Mobile access to case information

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 60

Universal Containers is preparing to implement Service Cloud for its global Support team. Requirements gathering sessions have resulted in a large set of required deliverables. What should a consultant recommend as the next step?

- A. Identify the requirements needed for initial GoLive.
- B. Prioritize the requirements based on who submitted them.
- C. Organize the requirements from largest to smallest.

D. Provide a timeline that addresses all the requirements.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 61

Universal Containers 'IT policy prevents third-party software from being installed on employee computers.

However, the VP of Service has asked that cases be automatically created from customer emails.

What solution should a consultant recommend?

- A. An AppExchange package
- B. On-Demand Email-to-Case
- C. web-to-Case
- D. Email-to-Case

Answer: (SHOW ANSWER)

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NEW QUESTION: 62

The Service Manager at Universal Containers wants to improve the adoption of public Knowledge Articles and has decided to review published articles that have NOT been updated in the last 90 days, so that out-of-date articles can be refreshed. Which solution will allow the Service Manager to see the articles that need to be reviewed?

- A. Provide the Service Manager with edit permissions to the standard Knowledge Article reports.
- B. Create a custom report for Knowledge Articles that filters the results based on publication status and last modified date.
- C. Provide the Service Manager with edit permissions to the standard Knowledge Article views.
- D. Create a custom list view for Knowledge Articles that filters the results based on publication status and last modified date.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 63

The Support Manager at UniversalContainers wants to improve visibility to cases across the organization and has decided that Product Managers should be more involved in the case management process. The Support Manager has created predefined case teams for each product and trained Support Agents to add the appropriate case team to each case. Which two solutions will allow Product Managers to quickly see and review the cases that are created for their products? Choose 2 answers

- A. Create a casequeue for all created or updated cases.
- B. Create an email alert notification for Case Teams.
- C. Create a case list view that is filtered by My Case Teams.
- D. Create a case report that displays all created or updated cases.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 64

Universal Containers requires that a case is logged for every incoming support call. Each case could require an associated Return Materials Authorization (RMA) and/or Field Service Request (FSR). The original case CANNOT be closed until all RMAs and FSRs are closed. Universal Containers is considering whether RMAs and FSRs should be stored on a child case or on a related custom object. What should Universal Containers consider when designing the solution? Choose 3 answers

- A. RMA and FSR escalation requirements
- B. Average incoming case volume
- C. Case closure rules on the original case
- D. Relationship to the primary contact
- E. Visibility and access to the RMA and FSR records

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 65

Which two configuration steps are required before Quick Actions can be used in Macros? Choose 2 answers

- A. Global Actions need to be on the publisher layout.
- B. The specific Quick Action must be added to the Case record page.
- C. Quick Actions must be enabled in the org.
- D. The specific Quick Action must be added to the CaseFeed.

Answer: B,D ([LEAVE A REPLY](#))

NEW QUESTION: 66

Which feature of Salesforce Knowledge can be leveraged to create a customer-facing product information website? Choose 2 answers.

- A. Display articles in Salesforce Answers.
- B. Publish articles to the Web using Salesforce Publisher.
- C. Display articles in a public knowledge base.

D. Display articles with HTML, images, and links.

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 67

Universal Containers runs a support operation with multiple call centers. The Support Manager wants to measure first-call resolution by call center location, agent, and calendar month.

Which reporting solutions should the Consultant recommend?

A. Create a list view report that includes fields for call center location, agent, calendar month, and first-call resolution.

B. Create a matrix report that includes fields for call center location, agent, calendar month, and first-call resolution.

C. Create a joined report that includes fields for call center location, agent, calendar month, and first-call resolution.

D. Create a reporting snapshot that includes fields for call center location, agent, calendar month, and first-call resolution.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 68

A customer is planning a Service Cloud implementation. The customer's current database has the following number of records:

* 10 million cases

* 1 million accounts

* 3 million contacts

When planning to migrate this data into Salesforce, what implications should be considered? (Choose 2)

A. Salesforce reporting speed may be affected

B. The Salesforce org may be slow during the data import

C. Related lists on the case object may be slow to populate

D. Result may be slow when searching for records

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 69

UC wants to implement a Knowledge management process with the following requirements: It must contain four different kinds of content: customer FAQs, product specifications, contact center procedures, and product manuals. It must provide the ability to filter Knowledge search results by a single product, multiple products, or all 56 products. Any product-related content created by contact center agents must be approved by the contact center manager and the Knowledge manager before being published. Product content should only be visible internally to contact center agents who handle the product. How should a consultant recommend that Knowledge be configured?

Choose 3 answers.

- A. Configure article types for each kind of content
- B. Define approval processes for each article type
- C. Configure workflow rules for each data category
- D. Configure data category values for each product
- E. Define approval processes for each product

Answer: A,C,D (LEAVE A REPLY)

NEW QUESTION: 70

A company has these requirements for dealing with Cases:

- Handled efficiently and by the right agents
- Distributing the load so that agents do NOT have to manually select the next Case to work

Which two Omni-Channel features will assist in this routing and distribution? Choose 2 answers

- A. Route to agents with the most capacity to take on new work.
- B. Route to agents staffing the assigned overflow queues.
- C. Route to agents with the least amount of active assigned work.
- D. Route to agents with the most cases closed for that topic.

Answer: (SHOW ANSWER)

NEW QUESTION: 71

UC has a three-tiered contact center. Cases are routed to Tier 1 or Tier 2 based on severity, priority, complexity, or SLAs. Cases are assigned to Tier 3 only if they are escalated by Tier 1 and Tier 2. How can UC measure case escalation?

- A. Create a case report to show all cases across tiers filtered by an escalation flag.
- B. Create a custom trigger to generate history when cases get escalated between tiers.
- C. Create a case report to show the number of cases for each tier and sort them by case owner.
- D. Create an approval process to ensure only the appropriate cases get escalated.

Answer: (SHOW ANSWER)

NEW QUESTION: 72

A Service Consultant has been asked to design a solution for Service Reps to communicate with customers via Twitter. What should the Consultant recommend implementing in the Lightning Service Console?

- A. A Custom Component
- B. The Case Feed
- C. A Twitter Macro
- D. The Social Feed

Answer: B (LEAVE A REPLY)

NEW QUESTION: 73

Universal Containers want to identify potential delays in the customer support process. Which metric should the contact center management analyze? (Choose 1)

- A. Open cases by reason.
- B. Case volume by channel.
- C. Cases created by type.
- D. Average case stage duration.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 74

What are benefits of deploying Knowledge in a high volume Service Cloud portal? (Choose 2)

- A. Uncovers gaps in the knowledge base
- B. Replaces the need for an email channel
- C. Eliminatestracking of customer entitlements
- D. Reduces incoming call volume

Answer: A,D ([LEAVE A REPLY](#))

NEW QUESTION: 75

What are two design considerations for a Live Agent implementation? Choose 2 answers

- A. Idle Connection Timeout
- B. Chat Window Title
- C. Chat Visitor Browser
- D. Chat Character Limit

Answer: A,C ([LEAVE A REPLY](#))

NEW QUESTION: 76

Universal Containers wants customers to have the ability to log cases with structured data and route based on Urgency and Product Line.

How should a Consultant accomplish this?

- A. Omni-Channel with prioritized queues
- B. Standard Email-to-Case with assignment rules
- C. Standard Web-to-Case with assignment rules
- D. Lightning Email with web routing prioritization

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 77

What solution should a consultant recommend while designing a plan to decrease a company's cost per call?

(Choose 2)

- A. Increase the Call-to-Order ratio
- B. Use integrated voice response
- C. Bypass entitlement verification
- D. Use suggested Knowledge articles

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 78

Universal Containers (UC) needs to invoke a process on an external system (NOT in Salesforce) whenever cases are created or updated by contact center agents. UC does NOT want to use any customized code to accomplish this.

Which solution should a Consultant recommend?

- A. RESTful services with GET, POST, or PUT
- B. Visualforce page APEX SOAP async callout
- C. Schedule batch Apex processing job
- D. Workflow-driven outbound messaging

Answer: D (LEAVE A REPLY)

NEW QUESTION: 79

Universal containers is implementing salesforce knowledge and immediately wants to begin building a repository of frequently asked questions(FAQ) encountered by contact center agents. How can this be accomplished?

- A. Enable ideas for contact center agents and have them submit FAQ articles at the time a case is closed.
- B. Create an FAQ article type and enable the submit articles feature on the case close page layout.
- C. Create an FAQ article type and configure theenable suggested articles option in support settings.
- D. Define a data category called FAQ and assign category visibility to users in the contact centre role.

Answer: (SHOW ANSWER)

NEW QUESTION: 80

Universal Containers wants to provide a more consistent service experience to its customers and is evaluating the Service Cloud macro feature.

Which three configurations must be made? Choose 3 answers

- A. The Run Macros Action must be on the page layout.
- B. The Macros widget or utility must be added to the console.
- C. The Run Macros Permission must be granted to users.
- D. Users must use Lightning Experience.
- E. Publisher Actions used in the macros must be on the page layout.

Answer: C,D,E (LEAVE A REPLY)

NEW QUESTION: 81

Universal Containers is designing a contact center that will store 20 million cases. Of those, 5million will need to be accessed for reporting and search. Which approach will ensure best system performance? Choose 3 answers:

- A. Divisions
- B. Custom search
- C. Tiered data strategy
- D. Custom indexes
- E. Record types

Answer: A,C,D (LEAVE A REPLY)

NEW QUESTION: 82

Universal Containers has recently implemented a Customer Community to allow its customers to create and update their cases online. What should a consultant recommend to ensure CustomerCommunity users are able to access only their cases online, including cases created by the support team on their behalf over the phone?

- A. A sharing rule to ensure record access is granted based on criteria of the case.
- B. An organization-wide default of Public Read/Write on the Case object.
- C. A sharing set to grant the Customer Community user access to records associated to their Contact record.
- D. A sharing rule to ensure record access is granted based on the Customer Community user role hierarchy.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 83

What are two design considerations for a Live Agent implementation? Choose 2 answers

- A. Idle Connection Timeout
- B. Chat Window Title
- C. Chat Visitor Browser
- D. ChatCharacter Limit

Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 84

Universal containers contact center is experiencing increased call volumes due to a growing product portfolio. What is the recommended strategy to allow the contact center to handle the increased customer inquiries more efficiently? (choose 1 answer)

- A. Make knowledge base articles and community answers accessible on its website.
- B. Hire contact center representatives that specialize in each of the product categories.
- C. Make contact center representatives accessible 24/7 to distribute the call volume.
- D. Redirect users from the company site to social media forums about the products.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 85

Universal Banking needs to provide a public knowledge base on its website. The company has three product groups (Personal Banking, Mortgage, and CDs) and needs to display information and address common questions about each product area. How should Knowledge be configured? Choose 2 answers.

- A. Create three article types for each product area (Personal Banking, Mortgage, CD).
- B. Create three data categories for each product area (Personal Banking, Mortgage, CD).
- C. Create two data categories to display information (Question/Answer, Product Info).
- D. Create two article types to display information (Question/Answer, Product Info).

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 86

Universal Containers plans to migrate its existing knowledge base into Salesforce Knowledge.

Which three statements must be considered?

Choose three answers

- A. One .csv import file is uploaded for all article types
- B. Each article must be associated to an article type
- C. A separate .csv import file is uploaded for each article type
- D. Attachments and .html files must be referenced in a corresponding .zip file
- E. A separate .csv import file is uploaded for each data category

Answer: B,C,D (LEAVE A REPLY)

NEW QUESTION: 87

A company would like to implement a solution that would hold service reps accountable to customer Service Level Agreements.

Which two steps should be completed to meet this request? Choose 2 answers

- A. Create an Entitlement Process.
- B. Enable Work Orders.
- C. Configure Service Contracts.

D. Set up Milestones.

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 88

Customer Support Agents are frustrated with how they interact with their current case management solution and have asked for a more streamlined way to manage and view cases.

Which solution will improve productivity and allow the Agents to quickly create and view notes, log calls, update cases, and communicate with customers?

- A. Add a Visualforce page to the Case layout
- B. Configure Case Feed page layouts
- C. Configure the Case highlights panel
- D. Create Salesforce Classic Quick Action

Answer: B (LEAVE A REPLY)

NEW QUESTION: 89

Universal Containers has an active presence on Twitter and Facebook. Customers' requests from these social media channels should be responded to by support agents.

What should a consultant recommend to meet this requirement?

- A. Social Persona for Twitter and Facebook.
- B. Social Media Marketing message tagging.
- C. Einstein Bot social queues.
- D. Social Customer Service for Twitter and Facebook.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 90

Customer support agents want the ability to view customer related information along with case information on all cases except product related cases. For product related cases, the agents want to view product information alongside case information.

How should the console be configured to satisfy this requirement?

- A. Train users to scroll through the case page layout to look for product related information or customer- related information based on case type
- B. Create separate record types and page layouts for product - related and other cases and configure console components to show customer - or product related information. Assign record type based on case type
- C. Configure both customer information and product related information under console components in the case page layout. Hide the product related information if the cases are NOT product related.
- D. Configure two consoles for agents: one for product related cases and for other cases. Allow agents to choose the console based on case type.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 91

UCs is implementing Salesforce Knowledge at its contact center. The contact center has a dedicated support team for each product that it supports. Contact center agents should only be able to view articles for the product they support. What solution should a consultant recommend to meet this requirement?

- A. Assign team-based profiles to the associated product article types
- B. Assign team-based roles to the associated product article types
- C. Assign team-based profiles to the associated product data category value
- D. Assign team-based roles to the associated product data category value

Answer: D (LEAVE A REPLY)

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NEW QUESTION: 92

Universal Containers wants to implement a new web presence to support its customers. It has provided the following requirements:

- * Ability for visitors to search Knowledge articles without registering or logging in
- * Ability for over one million registered customers to securely submit cases and view the status of those cases
- * Ability to display white papers to registered customers
- * Ability for registered customers to save favorite Knowledge articles for easy access later

What should the consultant recommend as part of the solution?

- A. Implement Employee Communities with Content.
- B. Implement Customer Communities with Knowledge.
- C. Implement Customer Communities with Content.
- D. Implement Partner Communities with Knowledge.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 93

What is a business continuity challenge in a cloud-based contact center that operates 24/7? Choose 2 answers

- A. Highly available telecom solution
- B. Periodic maintenance windows

- C. Server hardware infrastructure rebuilds
- D. System software restore after an outage

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 94

Which two solutions should Universal Containers consider to increase Contact Center Agent productivity?

Choose 2 answers

- A. Improve the agent interface.
- B. Enable templates for written responses.
- C. Increase the number of agents.
- D. Employ surveys to confirm customer satisfaction.

Answer: (SHOW ANSWER)

NEW QUESTION: 95

A Service Manager has just configured Live Agent at a company site. Now, the Agents cannot see the Live Agent footer component in the console.

Which configuration option should be verified?

- A. Verify that users are assigned the Live Agent user profile.
- B. verify that users have access to the Live Agent chat buttons.
- C. Verify that users have access to the Live Agent public group.
- D. Verify that users are assigned the Live Agent feature license.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 96

Universal containers would like to implement a solution to hold service reps accountable to customer service level Agreements. Which two steps are necessary to satisfy this requirement? Choose 2 answers

- A. Enable Work Orders.
- B. Set up Milestones.
- C. Configure Service Contracts.
- D. Create an Entitlement Process.

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 97

Support process: escalation queue if not responded in 2 hours within business hours until marked Urgent which requires 24/7 resolution.

- A. Validation rules on case process field
- B. Escalation rule to ignore business hours based on case criteria
- C. Workflow rule

Answer: (SHOW ANSWER)

NEW QUESTION: 98

UniversalContainers' agents often need to access the same cases, contacts, and orders multiple times per day.

What should a consultant recommend to meet this requirement?

- A. Enable the "Access Recent Items" user permission on the user profiles.
- B. Enable the "History" component within the Salesforce Console for Service.
- C. Create a custom list view for cases, contacts, and orders and pin them to the side bar.
- D. Embed a "Recent Items" Visualforce component into the Salesforce Console for Service.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 99

Which contact center type is most likely to implement Information Technology Infrastructure Library (ITIL) to align with industry best practices?

- A. Information Technology (IT) help desk
- B. Telemarketing center
- C. Human Resources (HR) help desk
- D. Telesales center

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 100

Which Lightning Service Console feature should be used to enable Service Reps to send emails with attachments to customers based on the Case details?

- A. Macros
- B. Visual Workflow
- C. Process Builder
- D. Lightning Knowledge

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 101

Universal Containers is bringing a new division under their existing Customer Service Contact Center. This will involve servicing several thousand new customers.

Which method should a consultant recommend for importing this data into universalcontainers service cloud instance

- A. Java Language Specific Toolkit
- B. Data Integration via SOAP API
- C. Bulk Data Transfer API
- D. Cloud-to-Cloud Integration Toolkit

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 102

Universal Containers needs to ensure it is staffing enough agents to answer calls at times of peak volume. In addition, the company needs to report on the metric listed below.

* Average handle time (AHT)

* Adherence to service level agreements (SLAs)

Which data source would Universal Containers need in order to gather this information?

Choose 3 answers

- A. Chat log history
- B. Entitlements
- C. Automatic Call Distributor (ACD)
- D. Interactive Voice Response (IVR)
- E. Workflow Management (WFM)

Answer: C,E (LEAVE A REPLY)

NEW QUESTION: 103

UC wants to reduce incoming support phone call volume. What action can be taken to meet this requirement?

Choose 2 answers.

- A. Implement Service Cloud console to support agents
- B. Leverage Live Agent for web-based chat
- C. Implement Salesforce Knowledge on a portal
- D. Enable service contracts and entitlements

Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 104

Universal Containers knows it will be adding new Cases at a rate of 4-6 million per year and wants to maintain performance over time. Which two recommended techniques should be utilized? Choose 2 answers

- A. Write an Apex trigger that deletes one case each time a new case is created.
- B. Ask contact center managers to review data each quarter to possibly delete.
- C. Create a data retention plan that archives or purges Cases at regular intervals.
- D. Optimize queries to reduce the scope of Cases included with each search.

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 105

Universal Containers is using the Service Cloud Console for managing cases. They would like to add the Salesforce SoftPhone to enable click-to-dial capability. What needs to be configured for the SoftPhone to work in Salesforce?; Choose 3 answers

- A. Create a SoftPhone layout and assign to user profiles
- B. Install an adapter from AppExchange to work with third-party CTI systems
- C. Assign the Salesforce users to the Call Center.

- D. Use Apex to create an adapter to work with third-party CTI systems
- E. Assign the Salesforce CTI license to Salesforce users

Answer: A,B,C ([LEAVE A REPLY](#))

NEW QUESTION: 106

A Knowledge administrator has created an article for a promotion that starts at the beginning of the following month. How would the administrator ensure the article is available on the first of the month?

- A. Create a task related to the article with a reminder set for the article start date.
- B. Send an email reminder to update the article status to Published on the start date.
- C. Set the article publish date to automatically display the article on the start date.
- D. Create a workflow rule to update the article status to Published on the article start date.

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 107

A company provides customer support for new products and for routine maintenance of existing products.

These cases have many identical stages and fields, however, the maintenance cases are unique and have additional stages and fields that need to be captured. Which two features would meet this requirement?

Choose 2 answers

- A. Support Processes
- B. Record Types
- C. Support Types
- D. Approval Processes

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 108

The contact center at Universal Containers offers support through phone, email, public website, and a Community. The contact center manager wants to demonstrate the success of recent self-service initiatives to executive management. Which two reports should the contact center manager present to executive management? Choose 2 answers

- A. Number of Knowledge articles created each month.
- B. Average call handle time by team.
- C. Number of cases created using Communities by month.
- D. Number of cases closed by self-service users.

Answer: C,D ([LEAVE A REPLY](#))

NEW QUESTION: 109

The support manager at universal containers has noticed an increase in average case age, which is negatively impacting customer satisfaction. To research the situation, the support manager wants to know the amount of time that cases have spent within each status during their lifecycle.

Which reporting solution should a consultant recommend?

- A. Create a report using the Case Lifecycle report type
- B. Create a report using the Case age report type
- C. Create a report using the Case historical trending report type
- D. Create a report using the Case snapshot report type

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 110

Which solution should a consultant recommend?

- A. Universal containers recently rolled out a lightning knowledge implementation; however, users are finding unreliable and unrelated knowledge articles displayed in the knowledge one widget in the salesforce console.
- B. Enable the knowledge sidebar setting in the case support settings.
- C. Enable the knowledge sidebar related list on the case page layout.
- D. Implement a salesforce console for service and enable the knowledge sidebar on the case page layout.
- E. Create a visualforce page called knowledge sidebar on the case page layout.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 111

Universal Containers recently implement Service Cloud. The Support Manager notices that cases are being distributed unevenly across the team.

What should the consultant recommend to address this problem

- A. Configure Case Assignment Rules to use Queues.
- B. Configure Omni-Channel Routing Model as Least Active.
- C. Configure Case Assignment Rules to use Users.
- D. Configure Omni-Channel Routing Model as MostAvailable.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 112

Universal Containers' contact center would like to measure and communicate case escalation rates to management. Which solution should a consultant recommend to meet this requirement?

- A. Create a bucket field on a report to calculate the percentage of escalated cases
- B. Create a formula field on the case record to calculate percentage of escalated cases
- C. Create a case report with a custom summary formula to calculate the percentage of escalated cases
- D. Create a daily snapshot report of all cases and calculate percentage of escalated cases

Answer: C (LEAVE A REPLY)

NEW QUESTION: 113

What can universal containers do to reduce costs and immediately improve contact center agent productivity choose 2

- A. Streamline the agent interface.
- B. Implement team productivity dashboards.
- C. Enable templates for written responses.
- D. Offer supports through Facebook and twitter.

Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 114

Universal Containers needs to customize Salesforce to improve its Support Agents' experience so they can work more efficiently.

Which two features requires Service Cloud?

- A. Unique page layouts for each Case Record Type
- B. Access to Knowledge Articles
- C. Utility Bar
- D. Open multiple case records as tabs and sub tabs

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 115

Universal Containers CFO is looking for ways to reduce contact center costs. Which customer service metric should the CFO monitor to reach the budget goals? (Choose 2)

- A. Average handle time
- B. First call resolution
- C. Upsell percentage
- D. Customer retention

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 116

A contact center manager needs to restrict who can create a FAQ Article Type within Knowledge.

What should a consultant recommend to accomplish this requirement? (Choose 2)

- A. Hide the Article Management tab for users who should have read-only access to articles.
- B. Set the organization-wide default to private and create sharing rules for the FAQ article type
- C. Enable the Manage Articles permission for the publisher profile and assign it to users
- D. Create a publisher profile that includes create access on the FAQ article type.

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 117

Universal Containers has millions of customers in Salesforce, but only a very small percentage have opened support cases in the past. Recently, Universal Containers has implemented a Customer Community and plans to allow customers to be authenticated users to increase self-service rates. Which two methods should be used to enable the customers on the Community? Choose 2 answers

- A. Send email notifications to all Customers to join the Community.
- B. Have agents manually create Users when Community access is requested by Customers.
- C. Have agents provide Customers with Community registration instructions when working a case.
- D. Identify active Customers and send them registration instructions via email.

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 118

Universal Containers wants to import articles from a previous database into their new Salesforce Knowledge Implementation. Many of their "How To" articles have images that must be migrated.

Which statement is true about migrating images into Salesforce Knowledge?

- A. Ensure that each image does NOT exceed the maximum of 25 MB
- B. Convert all images to .jpeg, as this is the only supported file type
- C. Upload the images into Salesforce prior to importing the articles
- D. Include images in an .html file using the image tag and src attribute

Answer: D (LEAVE A REPLY)

NEW QUESTION: 119

Service Representatives are complaining that their Lightning Service Console is too crowded making it difficult to find the tabs and features they need. After reviewing the Service Representatives console use, all configured features are required. Which solution should a Consultant suggest to improve the efficiency of console users?

- A. Configure Macros
- B. Create multiple Console layouts

C. Define criteria-based record page components

D. Enable Keyboard shortcuts

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 120

Which capabilities of the console can the company use to help improve its contact center performance?

(Choose 2)

A. Allows Chatter Messenger to be used between agents

B. Is available for users in the partner portal

C. Indicates when records and lists are changed by others

D. Displays records and their related items as tabs on one screen

Answer: A,D ([LEAVE A REPLY](#))

NEW QUESTION: 121

Universal Containers wants to measure the efficiency of its contact center. Which three metrics should the contact center manager analyze? Choose 3 answers

A. Number of closed cases on first call

B. Number of open cases per day

C. Number of new customers added

D. Number of cases escalated

E. Average number of days to close cases

Answer: B,D,E ([LEAVE A REPLY](#))

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