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NEW QUESTION: 1

universal containers wants to schedule technicians for repair services when an agent is unable to solve customer problem via call center

- A. Omni channel
- B. Contact Requests
- C. Mobile connect
- D. field service

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 2

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. Define criteria-based record page components
- B. Enable Keyboard shortcuts
- C. Create multiple Console layouts
- D. Configure Macros

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

NEW QUESTION: 3

Universal Containers wants to allow customers to ability to submit cases and also to see a dashboard of case resolution history.

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

- A. Customer Community
- B. Lightning External Apps Starter
- C. High Volume Customer Portal

D. Customer Community Plus

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 4

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. Prioritize the requirements based on who submitted them.
- B. Identify the requirements needed for initial GoLive.
- C. Provide a timeline that addresses all the requirements.
- D. Organize the requirements from largest to smallest.

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

NEW QUESTION: 5

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. Post the Files to the Chatter Feed on each Article.
- B. Use the Files Related List on each article to add files to your articles.
- C. Upload the files as Documents, then relate them to the migrated Articles.
- D. Use the Lightning Knowledge Migration Tool and choose 'include files'.

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

NEW QUESTION: 6

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 feature should the consultant recommend as part of the deployment?

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

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

NEW QUESTION: 7

Milestones can be added to which three object types?

Choose 3 Answers

- A. Entitlement
- B. Case
- C. Account
- D. Service

E. Work order

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

NEW QUESTION: 8

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. Enable and configure wildcards for article searches
- C. Require that an article be added when closing a case
- D. Set up an intuitive Data Category hierarchy

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

NEW QUESTION: 9

Universal Containers is using the Lightning Service Console for managing cases and wants to add a softphone to enable click-to-call capability.

Which three configurations are needed for the softphone to work in Salesforce? Choose 3 answers

- A. Assign the correct Salesforce users to the Call Center.
- B. Install an adapter from AppExchange to work with third-party CTI systems.
- C. Enable Live Agent in their community to chat with an agent.
- D. Create a softphone layout and assign to user profiles.
- E. Assign the Salesforce CTI license to Salesforce users.

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

NEW QUESTION: 10

Universal Containers wants to let its customers interact real-time with support agents from their computers and mobile devices.

What feature should a consultant recommend to meet this requirement?

- A. Embedded Chat Service
- B. Web-to-Case
- C. Case Assignment Rules
- D. Customer Community

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 11

Universal Containers (UC) has deployed a call center using open CTI. Call center agents are organized into four groups reflecting UC's four different product lines. Each group's

manager would like a report on their agents' daily call volume, including related case and contact information.

How should the consultant recommend the report be created?

- A. Set up a reporting snapshot of the case, contact and activity objects.
- B. Customize the My Teams Calls this week standard report.
- C. Create a Custom Report type with activities as the primary object.
- D. Build a Summary report on Products and Activities.

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

NEW QUESTION: 12

Cloud Kicks has millions of customers. Only a small percentage of the customers have existing Contact records in Salesforce. The customer's email address is used to populate details from another system and enrich the Contact record.

A service center uses multiple channels to support customers, including phone, Email-to-Case, and Web-to-Case. Support agents frequently fail to capture the necessary information, leading to an inconsistent customer experience.

What is the recommended method to consistently capture new caller details?

- A. Use a new customer Path on Contact to capture details.
- B. Use an auto-launched flow to capture details.
- C. Use a global quick action to capture details.
- D. Use Open CTI with Pop to flow to capture details.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 13

A recent analysis of cases at Cloud Kicks (CK) revealed a high percentage of simple cases such as password resets and order inquiries. In order to reduce the number of cases created, CK wants to provide customer self-service in the following channels: web, SMS, Facebook Messenger, and WhatsApp.

What is the recommended case deflection solution?

- A. Chat for Web and In-App
- B. Einstein Bo
- C. Social Customer Service
- D. Digital Engagement Messaging

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 14

Universal Containers wants to deploy the Service Cloud to its contact centers located across North America, Europe, and Asia. The company wants standardized contact center processes and reporting implemented in its centers worldwide.

Which approach should a consultant recommend in this scenario?

- A. Recommend that the VP of Worldwide Support design a global template to provide a clear vision and standardization.
- B. Assign a global team of experienced agents and leaders to create a common design template and report structure.
- C. Recommend utilizing out-of-the-box functionality to reduce cost and ensure one worldwide process and reporting.
- D. Assign teams in each major contact center to design a solution unique to its needs and have an analyst build a combined report.

Answer: (SHOW ANSWER)

NEW QUESTION: 15

Cloud Kicks (CK) provides customized support based on product line and plans to expand from voice-only support. Support agents are certified on one or more specific product lines. CK would like to provide support through chat, social, email, video, and web and are striving for a consistent customer experience. Agents will be trained in one or two of the new support methods, in addition to voice support.

What is the recommended solution to meet the requirements?

- A. Omni-Channel with Skills-Based Routing.
- B. Live Agent and Live Message
- C. Knowledge One with Article Recommendations
- D. Experience Cloud with self-support

Answer: A (LEAVE A REPLY)

NEW QUESTION: 16

Ursa Major Solar sells highly technical products that require specific expertise for configuration changes and troubleshooting. A mobile workforce can be dispatched to support customers. Dispatching a worker comes at a high cost, and available appointment times are typically several weeks in the future.

What is the recommended method to improve the support experience while providing expert-level support?

- A. Workforce Engagement Self Scheduling
- B. Visual Remote Assistant
- C. Omni-Channel Routing
- D. Field Service Scheduler

Answer: (SHOW ANSWER)

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NEW QUESTION: 17

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 18

The Universal Containers sales team has been so successful in signing new customers that the support team is unable to provide same-day customer assistance. What should a consultant recommend to address this problem?

- A. Add more support phone lines.
- B. Provide a self-help Customer Community.
- C. Limit Customers to 5 Cases per day.
- D. Ask sales reps to respond to support Cases.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 19

A manager has noticed an increase in average case age. This is negatively impacting customer satisfaction.

The manager wants to compare the amount of time that cases have spent within each status during their lifecycle.

Which reporting solution should be recommended?

- A. Create a report using the Case Snapshot report type.
- B. Create a report using the Case Age report type.
- C. Create a report using the Case Lifecycle report type.
- D. Create a report using the Case Historical Trending report type.

Answer: (SHOW ANSWER)

NEW QUESTION: 20

Universal Containers would like for article to be different channel for social interactions. What solution should a consultant recommend?

- A. Set up communication channel layouts in the object manager to use Insert Article into Social post.

- B. Create a Chatter group and invite the customer to join with an external chatter user.
- C. Set up insert Article into Social post and enable the customer community portal.
- D. Create a Visualforce page on the customer community portal.

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

NEW QUESTION: 21

What are three best practices that should be used when deploying Salesforce functionality to production? Choose 3 answers

- A. Ensure that at least 60% of the code is covered by unit tests before deploying to production.
- B. Select a window of time when users will NOT be making changes to the organization.
- C. Ensure all users refrain from logging into production for an entire day prior to deployment.
- D. Plan and communicate the deployment to all users of the organization in advance.
- E. Migrate a test deployment to a staging environment for a smoother real-life experience.

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

NEW QUESTION: 22

Universal Containers requires a scheduling solution that will allow Managers to coordinate service engineers across multiple Territories.

What solution should a consultant recommend?

- A. Field Service Lightning
- B. Employee Community
- C. Salesforce Mobile App
- D. Lightning Console

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

NEW QUESTION: 23

Universal Container's customers like speaking to a live support agent on complex product issues. This causes a heavy amount of phone calls and customers complain about the hold time.

What functionality should the consultant recommend implementing to resolve this issue?

- A. Open CT1
- B. Contact Requests
- C. Social Customer Service
- D. Embedded Chat Window

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 24

Universal Containers plans to migrate its existing knowledge base into Salesforce Lightning Knowledge. Which three statements should be considered?

Choose 3 answers

- A. Attachments and .html files in Classic Knowledge are moved to the Files object.
- B. Visualforce pages refer to Classic article types.
- C. Approval process history migrate to Lightning Knowledge.
- D. Each article must be associated to a record type.
- E. Article numbers change during migration.

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

NEW QUESTION: 25

Field engineers often need to access current inventory levels of products the customer has purchased while at customer sites.

Which solution should a Consultant recommend to meet this requirement?

- A. Configure Visual Flows on Salesforce mobile.
- B. Implement Field Service Lightning.
- C. Integrate with an enterprise resource planning system.
- D. Develop and publish a knowledge management system

Answer: B (LEAVE A REPLY)

NEW QUESTION: 26

Universal Containers has regional contact centers around the world. Support Managers have asked to see support metrics for their region by default.

Which two strategies should a consultant recommend?

- A. Org wide default for cases set to private
- B. Case Object permissions set to create and read
- C. Dashboard folder sharing
- D. Dynamic dashboards

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 27

Universal Containers wants to notify Support Managers when a new case have been untouched from more than two business days.

Which approach should a consultant implement?

- A. Establish case assignment rules.
- B. Configure case escalation rules.
- C. Use Flow Builder to create a flow with scheduled path.
- D. Define case auto-response rules.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 28

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

Answer: (SHOW ANSWER)

NEW QUESTION: 29

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

Which two things will happen?

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

Answer: (SHOW ANSWER)

NEW QUESTION: 30

Universal Containers wants to reduce the clicks a Customer Support Agent uses when working on a case. This includes the time it takes to create, resolve, and close the case. Which three Salesforce productivity features should be used to accomplish this requirement? Choose 3 answers

- A. Chatter
- B. Quick Text
- C. Omni-Channel
- D. Publisher Actions
- E. Macros

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

NEW QUESTION: 31

Universal Containers (UC) wants to automate the process of case creation. While conducting a business process review, the consultant learned that in some instances, customers provide UC with digital pictures of the problem. The average attachment size was 34 MB.

Which solution should a consultant recommend?

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

Answer: C (LEAVE A REPLY)

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NEW QUESTION: 32

Universal Containers would like for articles to be suggested to agents based on information they are typing into the case. What solution should a consultant recommend?

- A. Enable the knowledge sidebar related list on the case page layout.
- B. Create a visualforce page called knowledge sidebar on the case page layout.
- C. Enable the knowledge sidebar setting in the case support settings.
- D. Create a salesforce console for service and enable the knowledge sidebar on the case page layout.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 33

Universal Containers has implemented a call-based response system. The call wait time has become too long and customer service is being affected. Management would like to find a way for their agents to handle more customer transactions per day.

Which two features should a Consultant recommend?

Choose 2 answers

- A. Case Auto-Response
- B. Escalation Rules
- C. Chat
- D. Facebook Messaging

Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 34

Universal Containers wants to implement best practices for its customer support teams and has decided to follow a Knowledge -Centered Support (KCS) methodology.

Which two benefits can be expected from KCS adoption?

Choose 2 answers

- A. A knowledge article life cycle that evolves based on usage and demand
- B. Reduced first contact resolution
- C. A knowledge article life cycle that is implemented correctly the first time and does not need to change
- D. Reduced issue resolution time

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

NEW QUESTION: 35

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

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

NEW QUESTION: 36

What should a Consultant recommend to ensure Live Agent chat requests contain enough information for Reps to effectively respond?

- A. Customize the Pre-chat form.
- B. Configure a Live Chat Validation Rule.
- C. Configure Lightning Guided Engagement.
- D. Customize the Lightning Console chat page.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 37

Universal Containers has defined a set of steps that each Case must go through, from submission to closure. In addition, each step must be completed within a specific amount of time.

What approach should a consultant recommend to meet these requirements?

- A. Use Process Builder with Scheduled Actions
- B. Configure Case Escalation Rules.
- C. Enable Omni-Channel Routing.
- D. Define Entitlement and Milestones.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 38

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

Which configuration option should be verified?

- A. Verify that users have access to the Chat buttons.
- 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 are assigned the Chat feature license.

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

NEW QUESTION: 39

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

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 40

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 41

Universal Containers is considering a Knowledge-Centered Support (KCS) implementation.

Which three benefits can be expected from KCS adoption? Choose 3 answers

- A. Optimized use of resources
- B. Increased call deflection
- C. Reduced issue resolution time
- D. Reduced support channels
- E. Increased call routing accuracy

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

NEW QUESTION: 42

Universal Containers is changing their case management system to salesforce. All active accounts, contacts, open cases and closed cases for the past five years must be migrated to salesforce for go-live.

Which approach should the consultant use for data migration?

- A. Plan, prepare, validate, execute, test
- B. Plan, prepare, test, execute, validate.
- C. Prepare, plan, validate, execute, test
- D. Prepare, plan, Test, execute, validate.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 43

Universal Containers wants to unify channels and manage agent workload with Omni-Channel routing. What required step Should a consultant address before configuring Omni Channel?

- A. Customize service channel settings to define how the organization receives work from various
- B. Create the necessary objects in Salesforce.
- C. From Setup, select Omni-Channel Settings and Select Enable Omni-Channel.
- D. Create a Salesforce Case to have Omni-Channel enabled.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 44

Agents at Universal Containers are required to update the case status to Waiting for Customer after they send an email to the case contact. Support Managers are noticing that many Agents are forgetting to perform this step.

What should a consultant recommend to address this problem?

- A. Define Case Escalation Rules
- B. Configure Process Builder
- C. Activate a Validation Rule
- D. Create a Case Macro

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

NEW QUESTION: 45

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: 46

Which Search mechanism should be used to find Case Comments from within the Lightning Service Console?

- A. Search Utility Component
- B. Global Search
- C. Comment Search Component
- D. Comments List View

Answer: B (LEAVE A REPLY)

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NEW QUESTION: 47

A business to consumer (B2C) company wants to decrease service costs and improve customer relationship currently, customers pay invoices and update their contact information by mailing paper payslips back to company.

What is the recommended solution to meet the requirements?

- A. Experience Cloud with Customer Account Portal template
- B. Einstein Bots with Credit Card Payments
- C. Field Service with Integrated Payments
- D. Service Cloud Voice with Tele-pay

Answer: D (LEAVE A REPLY)

NEW QUESTION: 48

Universal Containers has been testing an updated Service Console in a sandbox and is ready to move it to Production.

Which deployment solution should a consultant use?

- A. Data Loader
- B. Manual configuration
- C. Change Sets
- D. Mass Transfer Records

Answer: C (LEAVE A REPLY)

NEW QUESTION: 49

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 50

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 51

A client's Support Call Center has seen an increase in call volume on a new product line. The agents are having problems resolving issues and have been escalating to Tier 2 for support.

Which action should be taken to reduce the call volumes and escalations?

- A. Create Knowledge Articles and publish internally and publicly.
- B. Configure IVR routing to bypass Tier 1 for the product line.
- C. Create a dashboard to track and manage call volumes by type.
- D. Configure Omni-channel to assign cases directly to Tier 2.

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

NEW QUESTION: 52

Cloud Kicks has implemented a review process for all new knowledge articles. Each article must be reviewed and approved by a subject matter expert before becoming available to users.

Which step is necessary to make articles visible in all the selected channels?

- A. Agents must click Publish after the Approval Process.
- B. The Approval Process will automatically Publish.

- C. Set the final approval action to "Lock the record for editing".
- D. Approve articles from the Knowledge approval page to Publish.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 53

The contact center at universal containers wants to increase its profit margins by promoting call deflection with service cloud.

Which two solutions should a consultant recommend?

Choose 2 answers

- A. Automatic call distribution
- B. Customer community
- C. Service cloud console
- D. Knowledge base

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

NEW QUESTION: 54

Universal Containers recently deployed a Salesforce Knowledge implementation, but is looking to evaluate the quality of the articles being produced.

What should the Consultant recommend to gather information on Knowledge article usefulness?

- A. Contact Salesforce to send a report on article efficacy.
- B. Install Knowledge Base Dashboards and Reports AppExchange package.
- C. Create a group of super users that will evaluate and manage articles.
- D. Send out a monthly survey to customers requesting feedback.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 55

Support Managers have requested the ability to provide real-time feedback to Agents during customer chat sessions.

What feature should a consultant configure to meet this requirement?

- A. Next Best Actions
- B. Push Notifications
- C. Omni-channel Supervisor
- D. Case Feed

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 56

The Universal Containers contact center 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. Average call handle time by team.
- B. Number of IVR inquiries without agent involvement.
- C. Number of cases closed by a self-service user
- D. Number of cases created - - Site by month

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 57

Universal Containers is planning to provide different levels of support to customers in order to ensure its Agents are working within the confines of the Service Level Agreement.

Which feature should the Consultant consider?

- A. Case Escalation
- B. Omni-Channel
- C. Entitlements
- D. Case Milestones

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 58

universal containers is implementing a customer community using the customer service template. One of the requirements is for members to be able to find knowledge articles based on the product type. How should consultant satisfy this requirement

- A. Enable suggested articles in the community
- B. Set the visibility to the data categories
- C. Define article types with sharing settings
- D. Utilize topic tags for each product type

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 59

The Vice President (VP) of Customer Support for Universal Containers has issued a mission statement that "We will empower our customers to interact with us in the way of their choosing." Universal Containers has recently deployed a new toll-free interactive voice response (IVR) system and knowledgebase. The VP has asked the management team to make additional system enhancements to fulfill this mission statement. Which three should the consultant recommend to achieve the mission statement? Choose 3 answers

- A. Enable customers to be emailed FAQs by accessing the interactive voice response 24 hours per day.
- B. Optimize the customer community for mobile devices to have access to the same support as desktops.
- C. Create a central "Contact Us" page which provides access to all available channels.

D. Replace the existing "Chat Now" button on the Customer Community with a toll- free phone number.

E. Enforce that customers must search the knowledgebase before they can see the Contact Us page.

Answer: (SHOW ANSWER)

NEW QUESTION: 60

Cloud Kicks (CK) recently implemented Knowledge Centered Support to improve the expertise of its agents. The pilot focused on creating articles for the most common support topics. After the pilot, customer satisfaction has improved and average call time has decreased. To continue improving KPIs, CK wants to know where to focus its efforts next. Which Knowledge dashboard should a consultant use?

A. Search Activity Gaps

B. Most Linked Articles

C. Top Articles sorted descending

D. Most Revised Articles

Answer: (SHOW ANSWER)

NEW QUESTION: 61

Universal Containers (UC) wants to implement Service Cloud using Agile methodology. How should the consultant recommend delivering a successful implementation?

A. Schedule a meeting with the UC executives at the start of the project to generate all the requirements.

B. set a cutoff date of 1.5 months before user acceptance testing for any change requests.

C. Generate continuous feedback from the project team, and adjust the requirements and deliverables accordingly.

D. Deliver the entire project simultaneously so as to present UC with a completed solution.

Answer: C (LEAVE A REPLY)

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NEW QUESTION: 62

Universal Container wants to let its customers intercat real time with support agents from their computers and mobile devices.

What feature should a consultant recommend to meet this requirement?

- A. Customer Community
- B. Case Assignment Rules
- C. Web-to-Case
- D. Embedded Chat Service

Answer: D (LEAVE A REPLY)

NEW QUESTION: 63

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 64

If a Case cannot be resolved after Tier 1 has performed their troubleshooting steps, the case must be escalated to Tier 2 support. Tier 2 has additional troubleshooting steps. How can a Consultant configure the Lightning Service Console to support this requirement?

- A. Configure a Visual Flow Troubleshooting Action
- B. Implement Lightning Guided Engagement
- C. Define separate Record Types for Tier 1 and Tier 2
- D. Enable Omni-Channel Case assignment

Answer: B (LEAVE A REPLY)

NEW QUESTION: 65

Cloud Kicks (CK) is a global company with multiple product lines. CK is preparing to launch a public knowledge base for customers that will have 2,500 articles. The company wants an easy way for users to find relevant articles based on their location and product.

What is the recommended method to meet the requirement?

- A. Chatter Answers
- B. Article Translation
- C. Data Category Groups
- D. Data Category Visibility

Answer: D (LEAVE A REPLY)

NEW QUESTION: 66

A recent survey at Cloud Kicks (CK) shows a decrease in customer satisfaction due to the length of time it takes to resolve cases. A case analysis shows many similar cases that can

be solved quickly with the same set of steps. CK has already enabled Knowledge Management.

What is the recommended method to decrease the time it takes to close cases?

- A. Enable Suggested Articles.
- B. Add Data Category Groups.
- C. Create Synonym Groups.
- D. Create Article Translation.

Answer: (SHOW ANSWER)

NEW QUESTION: 67

Metrics show that Universal Containers has a high call abandonment rate Which two strategies should a consultant recommend?

Choose 2 answers

- A. Use Assignment rules and case queues.
- B. Add additional agents to lower average hold time.
- C. Set up Email-to-Case.
- D. Simplify the interactive voice response (IVR) tree.

Answer: B,D (LEAVE A REPLY)

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