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NEW QUESTION: 1

A customer has a detailed question about product functionality. The customer would like access to expert customer subject-matter experts, and real-time access to company IT support experts. Which features will best help the customer? Choose 2 answers.

- A. Public groups
- B. Communities
- C. Mass email
- D. Salesforce Chat

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

NEW QUESTION: 2

UC is in the process of implementing Service Cloud. In which order should the data be migrated?

- A. Users, accounts, contacts, cases
- B. Accounts, contacts, cases, users
- C. Users, contacts, accounts, cases
- D. Accounts cases, users, contacts

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 3

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

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

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

NEW QUESTION: 4

Universal Containers (UC) hired in an expansion of the contact center. Getting agents up to speed and fully productive is a priority UC implemented a standardize agent-customer dialog to assist agents.

Which two features should a consultant integrate into the Service Console? Choose 2 answers

- A. Lightning Row for Service
- B. Lightning Process Builder
- C. Interaction Log
- D. Path for Cases

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

NEW QUESTION: 5

Which statement is true regarding the Salesforce CTI adapter? Choose 3 answers

- A. Prebuilt CTI adapters for different telephony systems are available on the Force.com AppExchange
- B. It does NOT require a software install for each call center user on a Windows-based PC.
- C. It acts as an intermediary between telephony systems, the salesforce Call Center application, and Salesforce user interface
- D. It is based on the Salesforce CTI Toolkit and consists of source code, libraries, and files
- E. It is a server-based software program that controls the appearance and behavior of a Salesforce SoftPhone

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 6

Universal Containers (UC) is currently live with Sales Cloud and in the process of implementing Service

Cloud. UC wants to create a sandbox to test its Service Cloud implementation with real Sales Cloud data.

Which three Sandbox types can be used to accomplish this?

- A. Full Sandbox
- B. Partial Copy Sandbox
- C. Developer Pro Sandbox
- D. Administrator Sandbox

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

NEW QUESTION: 7

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

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

NEW QUESTION: 8

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

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 9

From any queue list view, users can take ownership of one or more cases if: (Choose 3 answers)

- A. All of the above
- B. They are members of that Queue
- C. If the OWD for sharing cases is Public Read/Write/Transfer
- D. They have a Contact Manager Profile
- E. They are higher in the Role Hierarchy than a Queue Member

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

NEW QUESTION: 10

In order to satisfy the internal Enterprise Security requirements, Universal Containers would like to conduct a Disaster Recovery and Business Continuity exercise with Salesforce. This would involve taking the production copy and making sure agents can work from the production copy until production is restored. The results of the exercise are provided to Enterprise Security as part of an annual audit.

What should a Consultant recommend to support this exercise?

- A. Use a Developer Pro sandbox for the DR exercise
- B. Allow the exercise to be done in a Production instance
- C. Use a Partial sandbox for the DR exercise
- D. Use a Full copy sandbox for the DR exercise

Answer: (SHOW ANSWER)

NEW QUESTION: 11

Which three are characteristics of Visual Workflow? Choose 3 answers

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

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

NEW QUESTION: 12

Which step should a consultant take to import articles into Salesforce Knowledge?

(Choose 2)

- A. Use the data loader to import unstructured articles
- B. Map articles with HTML sections to rich text area fields
- C. Use change sets to import data categories
- D. Create a separate .csv for each article type

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 13

The Service Desk at Universal Containers is considering implementing a Service Console and is considering using Lightning Experience. Which three features are available only in Classic? Choose 3 answers

- A. Keyboard Shortcuts
- B. Case hover
- C. Dynamic list updates
- D. Quick Text
- E. Multi-monitor support

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

NEW QUESTION: 14

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

Choose 2 answers

- A. Approval Process that assigns an Article to a Reviewer Queue.
- B. Knowledge Action to Publish an Article once the Article is approved.

- C. Data Category to assign an article record type to a Reviewer.
- D. Validation Rules for article record types to verify all fields during creation.

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 15

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

(Choose 2)

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

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 16

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

Answer: B (LEAVE A REPLY)

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NEW QUESTION: 17

UC is initiating a program to improve customer satisfaction. As part of the program, customers must be surveyed after the case is closed to ensure the customer is satisfied and the issue has been resolved. What solution should a consultant recommend to meet this requirement?

- A. Use auto-response rules to send an email to the customer
- B. Use escalation rules to assign the case to a case queue
- C. Use assignment rules to assign the case to a case queue
- D. Use workflow rules to send an email to the customer

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

NEW QUESTION: 18

Universal Containers has Technical Support and general Customer Service teams that use unique Service Console applications. Which two configurations should a Consultant use when deploying the console? Choose

2 answers

- A. Assign users to a Permission Set granting the Service User license.
- B. Assign users the Service User license on their User record.
- C. Assign users to a Permission Set with access to the service console app.
- D. Assign users to a Public Group with access to the service console app.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 19

UC's service center needs to provide support for a new product line. The product manager would like to be notified whenever a customer reports a new defect. Which solution should a consultant recommend to meet this requirement?

(choose 1 answer)

- A. Use Chatter case feed and case teams to monitor cases
- B. Use an assignment rule to assign new cases to the product manager
- C. Use a workflow rule to send an email to the product manager
- D. Use an escalation rule to move cases into the product manager queue

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

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. Order Management System
- B. Automatic Call Distribution
- C. Interactive Voice Response

D. Computer Telephony Integration

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

NEW QUESTION: 21

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 22

Universal Containers wants to be able to assign Cases based on the same criteria they use for Live Agent chats. Which feature should a Consultant recommend?

- A.** Live Agent Queue-based routing
- B.** Omni-channel Skills-based routing
- C.** Omni-channel Queue-based routing
- D.** Case Skills-based Assignment Rules

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

NEW QUESTION: 23

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

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

NEW QUESTION: 24

A new customer to Salesforce is considering implementing a customer portal. The customer has millions of users and plans to evaluate a high-volume customer portal. What is a key consideration when configuring a customer portal?

- A.** Users are not associated with a role in the hierarchy
- B.** Users can download and view content
- C.** Users cannot own records
- D.** Users can be part of a case team

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

NEW QUESTION: 25

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

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

NEW QUESTION: 26

UC is initiating a program to improve customer satisfaction. As part of the program, customers must be surveyed after the case is closed to ensure the customer is satisfied and the issue has been resolved. What solution should a consultant recommend to meet this requirement?

- A.** Use escalation rules to assign the case to a case queue
- B.** Use auto-response rules to send an email to the customer
- C.** Use workflow rules to send an email to the customer
- D.** Use assignment rules to assign the case to a case queue

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 27

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 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: ([SHOW ANSWER](#))

NEW QUESTION: 28

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.** Visualforce page APEX SOAP async callout
- B.** Workflow-driven outbound messaging

- C. RESTful services with GET, POST, or PUT
- D. Schedule batch Apex processing job

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

NEW QUESTION: 29

The Service Manager at Universal Containers is concerned that users will NOT be able to manage cases in the Service Console efficiently and reduce clicks.

Which feature should a Consultant implement to address this concern?

- A. Collapsible Sidebar Components
- B. Console Keyboard Shortcuts
- C. Configure Macros
- D. Multiple Monitors Components

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

NEW QUESTION: 30

Universal Containers wants articles to be suggested to agents based on information they are typing into the case. Which solution should a consultant recommend?

- A. Implement a Salesforce Console for Service and enable the Knowledge sidebar on the case page layout.
- B. Enable the Knowledge sidebar setting in the case support settings.
- C. Enable the Knowledge sidebar related list on the case page layout.
- D. Create a Visualforce page called Knowledge sidebar on the case page layout.

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

NEW QUESTION: 31

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

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

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NEW QUESTION: 32

An outsourced contact center is losing part-time agents to a nearby contact center that promotes flexible scheduling. Which method can be used to improve agent retention? Choose 2 answers:

- A. Allow shift trading between agents
- B. Extend benefits to part-time agents
- C. Mix telephony interactions with email and chat
- D. Provide additional training on tools and process

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

NEW QUESTION: 33

Universal Containers (UC) has hired a consulting firm to implement its new Service Cloud platform and requires quick iterations and a speedy project completion. UC has requested frequently project updates for check-ins and refinement.

Which methodology should the Consultant recommend given the requirements?

- A. Force.com IDE
- B. Kanban
- C. Waterfall
- D. Agile

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

NEW QUESTION: 34

An outsourced contact center is losing part-time agents to a nearby contact center that promotes flexible scheduling. Which method can be used to improve agent retention? Choose 2 answers:

- A. Mix telephony interactions with email and chat
- B. Provide additional training on tools and process
- C. Extend benefits to part-time agents
- D. Allow shift trading between agents

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 35

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

NEW QUESTION: 36

A Contact Center Manager is implementing a new customer care program and wants to specifically measure customer loyalty.

Which three measures satisfy this requirement? Choose 3 answers

- A. Customer Support Requests
- B. Customer Purchase History
- C. Service Level Agreement
- D. customer satisfaction Survey
- E. Net promoter Score

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

NEW QUESTION: 37

UC is concerned with system performance in its contact center because the number of records has exceeded 40 million. What platform functionality might be affected by the number of contact records?

- A. Contact related list load time
- B. Contact view page load time
- C. Contact report run time
- D. Contact list view edit time

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 38

A team of publishers has created and published articles in Salesforce Knowledge. The manager of the help

desk wants to verify that the articles are useful to agents. Which reports can the help desk manager use to

determine the quality of the articles? (Choose 2)

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

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

NEW QUESTION: 39

Universal Containers' support team requires its customers to submit their support inquiries via free form email (Outlook, Gmail, Yahoo, etc). Additional requirements are listed below:

- * Support attachments up to 30 MB per inquiry
- * Over 10,000 inquiries per day

What solution should a consultant recommend to meet these requirements?

- A. Web-to-Case
- B. Customer Chatter groups
- C. Email-to-Case
- D. On-Demand Email-to-Case

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

NEW QUESTION: 40

SLA says agent must respond within one hour, or if marked "urgent", resolve within one day. How can this best be achieved?

- A. Use entitlements to define a process and milestones
- B. Use escalation rules
- C. Use case teams to close

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 41

What is a benefit of a customer community? Choose 2 answers.

- A. Reduces incoming call volume
- B. Eliminates the need to track service level agreements
- C. Eliminates the need for support agents
- D. Enables customers to log inquiries without contacting an agent

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 42

A support agent has a detailed question about product functionality. The agent needs to access a real-time response from internal subject matter experts. Which feature will help the support agent send this question to the right group of people?

- A. Escalation Rules
- B. Chatter Groups
- C. Mass Email
- D. Public Groups

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 43

Universal Containers (UC) is developing a strategy for supporting customers on social media sites. UC's requirements include the ability to:

- * Monitor Facebook fan page for new posts and comments from customers

- * Link new posts and comments to an existing customer record
- * Respond to posts from the existing Salesforce Console for Service
- * Create and link social personas to contacts

What should a consultant recommend to meet these requirements?

- A. Enable Social Customer Service.
- B. Integrate Facebook to its existing Customer Community.
- C. Create a Lightning Platform app for Facebook monitoring.
- D. Enable Salesforce social profile on contacts.

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

NEW QUESTION: 44

Which configuration item must be created when implementing Lightning Knowledge?

- A. File Types
- B. Record Types
- C. Attachment Types
- D. Article Types

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

NEW QUESTION: 45

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 46

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

Choose 3 answers

- A. Migrate a test deployment to a staging environment for a smoother real-life experience.

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

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 47

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.** Embedded Chat Window
- C.** Contact Requests
- D.** Social Customer Service

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

NEW QUESTION: 48

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 automatically assign cases to a specific queue based on the customer support level
- C.** To escalate to the support manager if it has been open for more than 72 hours
- D.** To automate business processes for agents who troubleshoot customer support issues via phone

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 49

Which method can be used to route social media inquiries with Salesforce using Salesforce for Twitter and

Facebook?

- A. Enable social profile and add workflow rules to the contact object
- B. Enable social profile and add assignment rules to the case object
- C. Use Twitter-to-Case and add workflow rules to the case object
- D. Use the routing queues provided with Salesforce for Twitter and Facebook

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

NEW QUESTION: 50

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

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

NEW QUESTION: 51

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 52

The cost of service for Universal Containers' contact centers has steadily increased. What solution should a

consultant recommend to help reduce the cost of service in the contact centers? Choose 2 answers.

- A. Create auto response templates for emails.
- B. Enable Knowledge in a Service Cloud portal.
- C. Enable Chatter for agent collaboration.
- D. Enable Ideas in a Service Cloud portal.

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

NEW QUESTION: 53

A consultant is working on a Service Cloud implementation with a fixed budget and timeline. The analysis phase of the project has just been completed. Additional requirements were discovered that will result in the project exceeding timeline and budget constraints. What is the first step the consultant should take to address the issue?

- A.** Adjust the dates in the project plan to account for the additional requirements and communicate the new timeline.
- B.** Add development resources to the project team to build out the additional requirements.
- C.** Document the requirements gap and communicate development options to the project team
- D.** Adjust the project scope to accommodate new requirements and continue with the original project schedule

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

NEW QUESTION: 54

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.** Customer retention
- C.** First call resolution
- D.** Upsell percentage

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

NEW QUESTION: 55

A contact center agent wants to leverage subject matter experts (SMEs) on Chatter to resolve a complex issue for a customer. What is the recommended solution to increase the involvement of SMEs and track the case to completion in Chatter?

- A.** Bookmark all the comments related to the issue from SMEs
- B.** Follow the SMEs to receive automatic updates when they add case comments
- C.** Use hashtag (#) to track the customer case and SMEs comments
- D.** @mention the SMEs on the case Chatter feed and follow the case

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 56

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

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

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

NEW QUESTION: 57

UC's support team requires its customers to submit their support inquiries via free form email (Outlook,

Gmail, Yahoo, etc.). Additional requirements are listed below:

Support attachments up to 20MB per inquiry

Over 10,000 inquiries per day

Which solution should a consultant recommend to meet these requirements?

A. On-Demand Email-to-Case

B. Email-to-Case

C. Web-to-Case

D. Customer Chatter groups

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

NEW QUESTION: 58

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, contract line items, milestones, and entitlements

B. Entitlement processes, contracts, contract line items, and entitlements

C. Entitlement processes, contracts, milestones, and milestone actions

D. Entitlement processes, milestones, milestone actions, and entitlements

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

NEW QUESTION: 59

Which two advantages does Salesforce provide with the OpenCTI framework? Choose 2 answers

A. Agents can use telephony on a wide range of browsers and operating systems while only developing once.

B. Agents can run their SoftPhone at the operating system level, embedded in the task bar or system tray.

C. Developers can integrate with any telephony platform available with little to no need for customization.

D. Developers can embed API calls and processes on web pages to automate call handling processes.

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

NEW QUESTION: 60

UC wants to provide its 20 million customers with a portal where they can: Submit inquiries, Monitor the status

of those inquiries, and View their contact information. To meet these requirements, which type of portal

license would be most appropriate for the customers?

- A. Service Cloud portal (Customer Community)
- B. Sites
- C. Partner portal
- D. Enterprise admin

Answer: (SHOW ANSWER)

NEW QUESTION: 61

Universal Containers wants articles to be suggested to agents based on information they are typing into the

case. Which 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. Implement a Salesforce Console for Service and enable the Knowledge sidebar on the case page layout.

Answer: B (LEAVE A REPLY)

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NEW QUESTION: 62

Which three features should a Consultant recommend to allow a customer to resolve issues through self-service? Choose 3 answers

- A. Web -to -Case
- B. Live Agent
- C. Customer Community
- D. Knowledge Base
- E. Chatter Answers

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

NEW QUESTION: 63

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

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

NEW QUESTION: 64

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

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

NEW QUESTION: 65

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

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

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

NEW QUESTION: 66

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

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

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

NEW QUESTION: 67

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 68

Universal Containers' customer support management wants to provide proactive communications to customers who are likely to provide low customer satisfaction (CSAT) scores. Which two customer-related metrics should the customer support management analyze? Choose 2 answers

- A.** High priority cases opened by account month-to-date
- B.** Escalated cases by account month-to-date
- C.** Time spent by account year-to-date
- D.** New cases opened by account channel

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 69

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

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

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

NEW QUESTION: 70

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 solution should the Consultant recommend?

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

- B.** Create a list view report that includes fields for call center location, agent, calendar month, and first-call resolution.
- C.** Create a reporting snapshot that includes fields for call center location, agent, calendar month, and first-call resolution.
- D.** Create a joined report that includes fields for call center location, agent, calendar month, and first-call resolution.

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

NEW QUESTION: 71

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.** Lightning Console enablement
- D.** CTI Adapter configuration

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

NEW QUESTION: 72

Universal Containers (UC) wants customers to be notified by email when their issue is resolved. The notification should contain a reference link in the form of their case number. The customer should be able to click the link and be redirected to the resolved case in UC's Community. Which three features must be configured to accomplish this? Choose 3 answers

- A.** Email Relay
- B.** Email Alert
- C.** Assignment Rule
- D.** Workfl
- E.** Email Template

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

NEW QUESTION: 73

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 74

Universal Health Service is setting up Knowledge in its contact center for agents so they can research articles while taking calls. The company needs to migrate the existing knowledge base of documents and images into Salesforce. Which step will be required for the implementation? Choose 3 answers

- A. Create HTML files referencing image to be uploaded
- B. Create multiple CSV files, one for each article type
- C. Match each new article to an existing article type
- D. Load all articles with the Apex data loader tool
- E. Create a single CSV file, including all article types

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

NEW QUESTION: 75

UC has a telemarketing contact center with agents who cold-call prospects and follow-up on prospects that have been routed to them. Which metric should UC consider when designing the contact center? Choose 2 answers.

- A. Number of closed cases
- B. Number of lead referrals
- C. Number of attempts to contact
- D. Number of outbound calls per day

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

NEW QUESTION: 76

The Universal Containers support center management team would like to leverage Salesforce functionality to improve collaboration on cases. What should a consultant recommend to meet this requirement? (Choose 2)

- A. Create escalation rules to re-assign cases after SLAs have expired.
- B. Enable the Service Cloud Console and Knowledge sidebar for agents.
- C. Enable and use Chatter feed tracking on the case object.
- D. Create case teams and introduce swarming to resolve cases.

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 77

The project manager on a Service Cloud implementation is responsible for coordinating user acceptance testing (UAT) for a customer. Which tasks should be completed prior to UAT? (Choose 2)

- A. Verification of the production migration checklist
- B. Fundcustomer approval on training materials
- C. Approval of test scripts from the business lead
- D. Verification that sample data has been loaded

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 78

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

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

NEW QUESTION: 79

Universal Containers would like to provide their contact center agents with a map image of their customers location based on the Shipping Address of their Account Record. What should a consultant recommend as part of the solution?

- A. A custom tab of type URL that displays a map image of customer location
- B. A Web Service call-out that retrieves map details from the backend system
- C. An outbound message to a middleware platform to provide map details
- D. A mashup integration on the Account page to a third-party mapping service

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

NEW QUESTION: 80

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

- A. Case custom reports
- B. Case dashboards

- C. Case assignment rules
- D. Case queues

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 81

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

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

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

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

NEW QUESTION: 82

How can a Contact Center Manager see which Service Representatives have not accepted new Cases recently using the Lightning Service Console?

- A. Cases report sorted by Rep and Case CreatedDate
- B. Omni-Channel Supervisor tab
- C. Omni-Channel Utility Component
- D. Cases report sorted by Rep and Case Owner

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 83

A consultant is working on a Service Cloud implementation with a fixed budget and timeline. The analysis phase of the project has just been completed. Additional requirements were discovered that will result in the project exceeding timeline and budget constraints. What is the first step the consultant should take to address the issue?

- A. Add development resources to the project team to build out the additional requirements.
- B. Adjust the dates in the project plan to account for the additional requirements and communicate the new timeline.
- C. Adjust the project scope to accommodate new requirements and continue with the original project schedule
- D. Document the requirements gap and communicate development options to the project team

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

NEW QUESTION: 84

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

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

NEW QUESTION: 85

UC is creating an inbound customer support contact center to handle questions about using its products. What should be considered when designing the contact center?

- A.** Average handling time and first call resolution time
- B.** Agent skill-based routing and predictive dialer
- C.** Automatic call distributor and interactive voice response
- D.** Workforce management and customer satisfaction score

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 86

Universal Containers has implemented Salesforce Knowledge and the service manager wants to encourage

agents to use Knowledge Base. Which metric should the service manager monitor?

(choose 1 answer)

- A.** Number of approved articles
- B.** Number of archived articles
- C.** Number of article votes
- D.** Number of customer ratings

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

NEW QUESTION: 87

Universal Containers (UC) has hired a consulting firm to implement its new Service Cloud platform and requires quick iterations and a speedy project completion. UC has requested frequent project updates for check-ins and refinement.

Which methodology should the Consultant recommend given the requirements?

- A.** Waterfall

- B. Agile
- C. Force.com IDE
- D. Kanban

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

NEW QUESTION: 88

UC's service center needs to provide support for a new product line. The product manager would like to be

notified whenever a customer reports a new defect. Which solution should a consultant recommend to meet

this requirement?

(choose 1 answer)

- A. Use an escalation rule to move cases into the product manager queue
- B. Use an assignment rule to assign new cases to the product manager
- C. Use Chatter case feed and case teams to monitor cases
- D. Use a workflow rule to send an email to the product manager

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 89

Universal Containers wants to be able to assign cases based on the same criteria they use for chat. Which feature should a consultant recommend?

- A. Case Skills-based Assignment Rules
- B. Omni-channel Queue-based routing
- C. Chat Queue-based routing
- D. Omni-channel Skills-based routing

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

NEW QUESTION: 90

The Service Manager at Universal Containers is concerned that users will NOT be able to manage cases in the

Service Console efficiently and reduce clicks.

Which feature should a Consultant implement to address this concern?

- A. Collapsible Sidebar Components
- B. Multiple Monitors Components
- C. Configure Macros
- D. Console Keyboard Shortcuts

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

NEW QUESTION: 91

Auto Response rules work on which objects?

- A. Accounts and Cases

- B. Accounts and Opportunity
- C. Leads and Cases
- D. Leads and accounts

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 92

In the telesales contact center, Universal Containers has three-step and five-step order process, contingent on the type of product sold. Which approach should be used to optimize the order process? Choose 2 answers

- A. Organize the fields on the page layout to match each process
- B. Use Visual Workflow to streamline the process
- C. Use Visualforce to create a wizard for each process
- D. Create a custom object for each step in the process

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

NEW QUESTION: 93

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

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

NEW QUESTION: 94

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 95

Universal Containers is exploring ways to provide its customers with more self-service options in its new Customer Community to reduce the number of interactions with their contact center. Which two features should a Consultant consider implementing? Choose 2 answers

- A. Use a community template to set up their customer community.
- B. Enable web -to -case on their public website.
- C. Add the Question action to Chatter in the community publisher.
- D. Enable Live Agent in their community to chat with an agent.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 96

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

- A. System software restore after an outage
- B. Highly available telecom solution
- C. Periodic maintenance windows
- D. Server hardware infrastructure rebuilds

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

NEW QUESTION: 97

Support engineer need to see a complete chronological list of field edit to a case, associated emails, case comments, and field edit to relatedobjects in a single view while working on a case.

How should the requirement be met?

- A. Create a custom view on the Case tab
- B. Create a custom related list on the case
- C. Create a custom Visualforce page
- D. Create a custom report

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

NEW QUESTION: 98

In the telesales contact center, Universal Containers has three-step and five-step order process, contingent on the type of product sold. Which approach should be used to optimize the order process? Choose 2 answers

- A. Use Visual Workflow to streamline the process
- B. Create a custom object for each step in the process
- C. Use Visualforce to create a wizard for each process
- D. Organize the fields on the page layout to match each process

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

NEW QUESTION: 99

Which two capabilities of Lightning Knowledge ensure accurate content in Articles? Choose 2 answers

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

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

NEW QUESTION: 100

Universal Containers has basic field service requirements and has not yet deployed the Service Cloud. The company would like to automatically create a field service dispatch record and assign it to a queue when specific case criteria are selected by an agent working the case.

Which solution will create and route the field service dispatch record when the case is saved?

- A. Use an Apex trigger
- B. Use a validation rule
- C. Use a case assignment rule
- D. Use a workflow rule with an action

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

NEW QUESTION: 101

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. Case closure rules on the original case
- B. Average incoming case volume

- C. RMA and FSR escalation requirements
- D. Visibility and access to the RMA and FSR records
- E. Relationship to the primary contact

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 102

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 103

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: 104

Universal Containers is implementing an entitlement process to measure customer service level agreements (SLAs).

Which two approaches can be used to accomplish this goal?

Choose 2 answers

- A. Monitoring the case escalation rule queue to confirm service levels are met
- B. Representing metrics such as first-response and resolution time on cases
- C. Identifying the customer contact associated with a particular stage of a service contract
- D. Displaying whether a case response complies with a customer's service level agreement

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

NEW QUESTION: 105

A contact center manager wants to measure the impact of a new customer care program. What can be used to measure an increase in customer satisfaction? Choose 2 answers.

- A. First call resolution
- B. Service level agreement
- C. Customer satisfaction survey
- D. Average handle time

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

NEW QUESTION: 106

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

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

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NEW QUESTION: 107

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

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

NEW QUESTION: 108

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: ([SHOW ANSWER](#))

NEW QUESTION: 109

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. Account team relationship to the primary contact
- E. Visibility and access to the work order records

Answer: ([SHOW ANSWER](#))

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