Question 1

Universal Containers would like for article to be different channel for social interactions.

What solution should a consultant recommend?

Options:

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

B- Set up insert Article into Social post and enable the customer community portal.

C- Create a Chatter group and invite the customer to join with an external chatter user.

D- Create a Visualforce page on the customer community portal.

Answer:

B

Question 2

Question Type: MultipleChoice

Universal Containers has a policy that requires all email traffic to remain within its firewall. Currently, the company has 200 support agents handling email from five different time zones on its legacy system.

When implementing Salesforce, what solution should a consultant recommend for this scenario?

Options:

A- Email-to-Case

B- Salesforce for Outlook

C- Web-to-Case

D- On-Demand Email-to-Case

Answer:

A

Question 3

Question Type: MultipleChoice

Universal Containers' support management team has noticed an increase in wait times over the last several months when customers call in for support. Which two recommendations should a Consultant suggest to help decrease customer wait times? Choose 2 answers

Options:

A- Create reports to analyze call data in order to understand peak times and ensure adequate staffing.

B- Create a case escalation rules to route high-priority cases directly to supervisors for resolution.

C- Set up analytical snapshots to capture key case information and create historical trending reports.

D- Set up a Salesforce Customer Community that will allow customers to create cases online.

Answer:

A, D

Question 4

Question Type: **MultipleChoice**

As part of a new Salesforce Knowledge implementation, Universal Containers would like to migrate articles from their current database.

Which factor should a Consultant consider as part of the migration strategy?

Options:

A- Convert any articles containing HTML into plain text before importing because HTML is NOT supported in any article field types.

B- Verify that each article type has field level security on all fields set to read-only prior to import, in order to prevent any loss of data.

C- Ensure that each existing article type has a corresponding Salesforce Knowledge article type that matches its structure and content.

D- Prepare a single .csv file that can be used to migrate all articles types at once and include with a properties file in a .zip for import.

Answer:

C

Question 5

Question Type: MultipleChoice

A recent review of customer satisfaction surveys revealed the support center does a poor job of upseting new products to customers. Customers report dissatisfaction when calling for troubleshooting, billing, enrollment, or similar issues and receiving a sales pitch. However, customers that have been upsold new products are two times more likely to remain a customer.

What is the recommended method to ensure upselling only occurs when customers are likely to be receptive to the offer?

Options:

A- Validation Rules

B- Einstein Next Best Action

C- Service Analytics Predictions

D- Einstein Reply Recommendations

Answer:

C

Question 6

Question Type: **MultipleChoice**

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?

Options:

A- Knowledge One with Article Recommendations

B- Experience Cloud with self-support

C- Omni-Channel with Skills-Based Routing.

D- Live Agent and Live Message

Answer:

C

Question 7

Question Type: **MultipleChoice**

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 global quick action to capture details.

B- Use an auto-launched flow to capture details.

C- Use a new customer Path on Contact to capture details.

D- Use Open CTI with Pop to flow to capture details.

Answer:

B

Question 8

Question Type: **MultipleChoice**

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?

Options:

A- Verify that users have access to the Chat public group.

B- Verify that users are assigned the Chat user profile

C- Verify that users have access to the Chat buttons.

D- Verify that users are assigned the Chat feature license.

Answer:

D

Question 9

Question Type: **MultipleChoice**

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?

Options:

A- Upload the files as Documents, then relate them to the migrated Articles.

B- Use the Lightning Knowledge Migration Tool and choose 'include files'.

C- Use the Files Related List on each article to add files to your articles.

D- Post the Files to the Chatter Feed on each Article.

Answer:

C