Question 1

After migrating from Knowledge to Lightning Knowledge, Authors are unable to create FAQ article type, but can successfully create Install Notes article type. Support Managers have confirmed that articles of type FAQ exist in Production.

How should a consultant correct this problem?

Options:

A) Grant Authors access to the FAQ record type.

B) Add Authors to the FAQ Data Category.

C) Grant Authors access to the FAQ article type.

D) Set Article Org Wide Default to Public ReadWrite.

Answer:

A

Question 2

Universal Containers wants to monitor customers' social media reactions and opinions. Agents also want to see recent cases that the customer as logged.

What feature should a consultant recommend to meet this requirement?

Options:

A) Omni-Channel

B) Social Conversation Component

C) AppExchange solution

D) Custom Lightning Component

Answer:

B

Question 3

Question Type: MultipleChoice

After migrating from Knowledge to Lightning Knowledge, Authors are unable to create FAQ article type, but can successfully create Install Notes article type. Support Managers have confirmed that articles of type FAQ exist in Production.

How should a consultant correct this problem?

Options:

A) Grant Authors access to the FAQ record type.

B) Add Authors to the FAQ Data Category.

C) Grant Authors access to the FAQ article type.

D) Set Article Org Wide Default to Public ReadWrite.

Answer:

A

Question 4

Question Type: MultipleChoice

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)

Options:

A) Report on the articles attached in cases.

B) Report on articles followed in Chatter.

C) Report on agent ratings on articles

D) Report on agent feedback on articles

Answer:

A, C

Question 5

Question Type: **MultipleChoice**

An Inside Sales Contact Center Manager would like to access the ROI of the Contact Center.

Which three metrics should the Manager use to access the ROI?

Choose 3 answers

Options:

A) Average queue time per agent

B) Number of leads created

C) Opportunities per channel

D) Cost per call

E) Number of sales queues

Answer:

B, C, D

Question 6

Question Type: **MultipleChoice**

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

Options:

A) Number of calls offered

B) Agent utilization

C) Quality monitoring score

D) Schedule adherence

Answer:

B, D

Question 7

Question Type: **MultipleChoice**

Universal Containers wants to monitor customers' social media reactions and opinions. Agents also want to see recent cases that the customer as logged.

What feature should a consultant recommend to meet this requirement?

Options:

A) Omni-Channel

B) Social Conversation Component

C) AppExchange solution

D) Custom Lightning Component

Answer:

B