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QUESTION 1

UC wants to reduce incoming support phone call volume. What action can be taken to meet this requirement? Choose 2 answers.

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

Correct Answer: BD

QUESTION 2

Universal Containers is implementing the Salesforce Service Cloud in its contact center and has requirements listed below.

2,000 agents are implemented globally 24/7 operations
Open case data will be migrated from a legacy system
New cases will be created in one system only

Which deployment method should be recommended?

- A. Migrate case data and deploy to all users at office
- B. Migrate agents to Force.com Connect Offline during deployment
- C. Deploy in phases using countries as pilots
- D. Deploy based on the number of trainers available

Correct Answer: C

QUESTION 3

The Universal Container's customer support organization has implemented knowledge, knowledge centered support (KCS) in its call center. However, the call center management thinks that agents are not contributing new knowledge articles as often as they should. What could the company do to address this situation? (choose 2)

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

Correct Answer: BC



QUESTION 4

Which application will allow a client to enable Ideas on a public website?

- A. Partner portal
- B. Self-service portal
- C. Sites
- D. Customer portal

Correct Answer: C

QUESTION 5

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

Correct Answer: B

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