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QUESTION 1

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

Correct Answer: A

QUESTION 2

Universal Containers requires that a case status be updated 48 hours after a solution to the case has been emailed to a customer. Which Salesforce feature would be used to meet this requirement?

- A. Assignment rules
- B. Validation rules
- C. Workflow rules
- D. Auto-response rules

Correct Answer: C

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

Correct Answer: CD



QUESTION 4

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

Correct Answer: BD

QUESTION 5

Customer Support Agents are frustrated with how they interact with their current case management solution and have asked for a more streamlined way to manage and view cases. Which solution will improve productivity and allow the Agents to quickly create and view notes, log calls, update cases, and communicate with customers?

- A. Configure the Case highlights panel
- B. Add a Visualforce page to the Case layout
- C. Create Salesforce Classic Quick Action
- D. Configure Case Feed page layouts

Correct Answer: D

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