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QUESTION 1

Univeral Containers is designing a contact center that will store 20 million cases. Of those, 5 million will need to be accessed for reporting and search. Which approach will ensure best system performance? Choose 3 answers:

- A. Custom indexes
- B. Tiered data strategy
- C. Record types
- D. Divisions
- E. Custom search

Correct Answer: ABD

QUESTION 2

A customer has recently implemented an on-premise telephony system that is common in the industry.

This customer purchased Salesforce licenses and is planning to integrate these two systems.

What option should a consultant recommend?

- A. Implement an on demand telephony solution provided by a vendor.
- B. Use a computer telephony integration (CTI) adapter that supports its telephony system.
- C. Create an API integration between Salesforce and the telephony system.
- D. Build a custom computer telephony integration (CTI) adapter using the Toolkit.

Correct Answer: B

QUESTION 3

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

Correct Answer: C



QUESTION 4

What is the capability of case feed?

- A. Add custom visual force pages to the case feed page layout.
- B. Enable call control using the CTI case feed publisher.
- C. Embed case feed functionality within a visual force page.
- D. Switch from case feed to standard detail pages using a console component

Correct Answer: C

QUESTION 5

A customer is planning a Service Cloud implementation. The customer's current database has the following number of records: 10 million cases 1 million accounts 3 million contacts

When planning to migrate this data into Salesforce, what implications should be considered? (Choose 2)

- A. The Salesforce org may be slow during the data import
- B. Related lists on the case object may be slow to populate
- C. Salesforce reporting speed may be affected
- D. Result may be slow when searching for records

Correct Answer: CD

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