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QUESTION 1

Universal Containers has built a custom Visualforce page called "Knowledge" that is used internally to access Classic Knowledge. Which two steps must be taken to ensure the Visualforce page continues to work after migrating to Lightning Knowledge? Choose 2 answers

- A. Remove Apex code references to the Article RecordType field.
- B. Configure the Visualforce page to use the Lightning Design System.
- C. Rename the Visualforce page to "Lightning Knowledge"
- D. Remove Apex code references to the ArticleType field.

Correct Answer: BC

QUESTION 2

Which task should be included in a business continuity plan for a contact center? Choose 3 answers.

- A. Route cases to agents in an alternate center.
- B. Disable the Interactive Voice Response (IVR) system.
- C. Deliver training on case handling for contingent staff.
- D. Update the case status field values.
- E. Monitor service level agreements (SLAs) and notify customers.

Correct Answer: ACE

QUESTION 3

For which purpose should a contact center use visual workflow?

- A. To escalate a case to the support manager if it has been open for more than 72 hours.
- B. To automatically assign cases to a specific queue based on the customer support level.
- C. To assign follow-up tasks to an agent one week after a case is closed.
- D. To automate business processes for agents who troubleshoot customer support issues via phone.

Correct Answer: D

QUESTION 4

When migrating data from an older system to a new one, what steps should be taken? Choose 2 answers.



- A. Data Cleansing
- B. Data Normalization
- C. Activate data validation rules
- D. Data mapping

Correct Answer: AD

QUESTION 5

The Universal Containers\\' customer support organization has implemented 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. Which two should the company do to address this situation? Choose 2 answers

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

Correct Answer: AC

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