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QUESTION 1

What statement is true about the Salesforce Knowledge article lifecycle?

A. Approval process CANNOT allow publishing of articles that have specific validation statuses

B. Article permission sets allow agents to participate in the article publishing process

C. Articles CANNOT be published until they are reviewed and validated by a qualified author

D. Knowledge uses public groups as a way to assign users to specific tasks related to articles

Correct Answer: B

QUESTION 2

Universal Containers is implementing a call center using CTI (Computer-telephony integration). Which three items, at a minimum, must be implemented and deployed to ensure success? Choose 3 answers

A. Configure call center definition

B. Deploy Call Center Directory

C. Install CTI adapter using open CTI

D. Configure IVR auto response

E. Assign users to a call center

Correct Answer: ACE

QUESTION 3

A case has not been closed even after 30 days, but those cases can be closed in 7 days. What should the consultant do to overcome this? choose 2 options

A. Use auto response rule to send an email

B. Use escalation rule to send an email

C. Supervisors to investigate those cases

D. Identify those cases and assign to the closure team

Correct Answer: CD

QUESTION 4

The VP of Service at Universal Containers is looking for ways to reduce contact center costs.

Which two metrics should the Consultant recommend?

Choose 2 answers

A. First Call Resolution

B. Average Handle Time

C. Service-Level Agreements

D. Time to Answer

Correct Answer: AB

QUESTION 5

Which feature should a Consultant recommend to allow a Tier 2 Service Representative to take over case processing from Tier I and know how far Tier I had progressed in troubleshooting?

A. Service Console Macros

B. Lightning Guided Engagement

C. Path for Cases

D. Lightning Flow Component

Correct Answer: B

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