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QUESTION 1

Which statement is true regarding the Salesforce CTI adapter? Choose 3 answers

A. It acts as an intermediary between telephony systems, the salesforce Call Center application, and Salesforce user interface

B. It is a server-based software program that controls the appearence and behavior of a Salesforce SoftPhone

C. It is based on the Salesforce CTI Toolkit and consists of source code, libraries, and files

D. Prebuilt CTI adapters for different telephony systems are available on the Force.com AppExchange

E. It does NOT require a software install for each call center user on a Windows-based PC.

Correct Answer: ACD

QUESTION 2

Which step should a consultant take to import articles into Salesforce Knowledge? (Choose 2)

A. Map articles with HTML sections to rich text area fields

B. Use change sets to import data categories

C. Create a separate .csv for each article type

D. Use the data loader to import unstructured articles

Correct Answer: AD

QUESTION 3

Universal Containers, a new Salesforce customer, needs its millions of consumers to have public access

to Knowledge on its corporate website. The consumers also need the ability to login to create, update, and

read historical cases.

Which product and license type would meet all of these requirements?

A. Force.com Sites with Knowledge and Email-to-Case

B. Visualforce and Self-Service Portal

C. Force.com Sites with Knowledge and Web-to-Case

D. Force.com Sites and High-Volume Customer Portal

Correct Answer: D

QUESTION 4

Universal Containers\\' support management team has noticed an increase in wait times over the last several months when customers call in for support. Which two recommendations should a Consultant suggest to help decrease customer wait times? Choose 2 answers

A. Create reports to analyze call data in order to understand peak times and ensure adequate staffing.

B. Create a case escalation rules to route high-priority cases directly to supervisors for resolution.

C. Set up analytical snapshots to capture key case information and create historical trending reports.

D. Set up a Salesforce Customer Community that will allow customers to create cases online.

Correct Answer: AD

QUESTION 5

What are three considerations when adding a report chart to a Console Component? Choose 3 answers

A. The report chart is added to the Page Layout.

B. The report is shared with a Chatter Group.

C. The report is a Summary or Matrix report.

D. The report contains a chart.

E. The report has a standard Report Type.

Correct Answer: CD

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