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QUESTION 1

UC has completed development and testing of its Service Cloud implementation and plans to migrate functionality from the sandbox environment to the production environment. What should be used for migration functionality?

A. Data loader, change sets, and Force.com Excel Connector

B. Force.com migration tool, Force.com IDE, and change sets

C. Visual Workflow, data loader, and Force.com IDE

D. Mass Transfer Records, change sets, and Force.com migration tool

Correct Answer: B

QUESTION 2

What is a business continuity challenge in a cloud-based contact center that operates 24/7? Choose 2 answers

A. Highly available telecom solution

B. Periodic maintenance windows

C. Server hardware infrastructure rebuilds

D. System software restore after an outage

Correct Answer: AB

QUESTION 3

A Service Rep transfers a Live Agent Chat to another Rep. Which two things will happened?

A. The Customer is shown the new Rep\'s name

B. Both Service Reps can chat with the customer

C. The chat transcripts and case are transferred

D. The Customer doesn\'t know they were transferred

Correct Answer: AC

QUESTION 4

A company has a requirement to keep all emails behind their firewall, they have 200 agents. What should they use?

A. Community

B. Email to Case

C. Web to Case

D. On Demand Email to Case

Correct Answer: B

QUESTION 5

Using Import Wizard, how many Asset records can you import at a time?

A. 1000

B. 5000

C. 50,000

D. 100,000

E. You cannot import Assets via Import Wizard

Correct Answer: E

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