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QUESTION 1

Customer Support Agents are frustrated with how they interact with their current case management solution and have asked for a more streamlined way to manage and view cases.

Which solution will improve productivity and allow the Agents to quickly create and view notes, log calls, update cases, and communicate with customers?

A. Configure the Case highlights panel

B. Add a Visualforce page to the Case layout

C. Create Salesforce Classic Quick Action

D. Configure Case Feed page layouts

Correct Answer: D

QUESTION 2

Universal Containers requires that users have the ability to view specific cases, as determined by the product type field on the case. An email should be sent to the users when a case to which they have access is created or closed. What should a consultant recommend to meet these requirements? (Choose 2)

A. Escalation rules

B. Case teams

C. Workflow rules

D. Auto-response rules

Correct Answer: BC

QUESTION 3

Universal Containers wants to import articles from a previous database into their new Salesforce Knowledge Implementation. Many of their "How To" articles have images that must be migrated.

Which statement is true about migrating images into Salesforce Knowledge?

A. Ensure that each image does NOT exceed the maximum of 25 MB

B. Upload the images into Salesforce prior to importing the articles

C. Convert all images to .jpeg, as this is the only supported file type

D. Include images in an .html file using the image tag and src attribute

Correct Answer: D

QUESTION 4

Universal Containers allows Agents to work remotely using a company -provided laptop, but does NOT control the quality of their internet service. Agents must be able to use live agent functionality remotely. Which two options should a Consultant recommend to ensure Agents can efficiently use this functionality? Choose 2 answers

A. Ensure each laptop has a modern browser installed.

B. Coach users on minimizing open console tabs.

C. Allow the user to log into Live Agent from multiple browsers.

D. Add additional components to the Lightning console.

Correct Answer: AB

QUESTION 5

Universal Containers has created Permission Sets granting access to objects and fields in one of its sandboxes. How should a consultant deploy these Permission Sets to Production?

A. Use a Change Set

B. Manually re-create the Permission Sets

C. Create an Unmanaged Package

D. Publish a Managed Package

Correct Answer: A

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