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QUESTION 1

Universal Containers wants to automate case management for the web support team. When new cases come in from the website they should be routed to the support team to work in the order that they are submitted.

Which approach should a Consultant implement?

A. Lightning Component

B. Contact Request flow

C. Direct Messaging

D. Case queues

Correct Answer: B

QUESTION 2

Universal Containers is implementing Salesforce Knowledge for call center agents. The company needs to ensure that agents can contribute to the knowledge base to promote adoption. Which functionality supports these requirements?

A. Allow agents to create Knowledge articles when closing a case.

B. Require agents to create Knowledge articles when opening a case.

C. Add the Submit Feedback button to articles.

D. Add the Submit Feedback button on the Solutions tab.

Correct Answer: A

QUESTION 3

What process is a use case for Visual workflow? Choose 3 answers

A. Field validation during case creation

B. Cross-self promotions for representatives

C. Assignment of email to a case queue based on subject

D. Decision-based troubleshooting for representatives

E. Caller verification and creation of a new case

Correct Answer: ADE

QUESTION 4

What is a recommended way to migrate data from an external system while ensuring that the data adheres to data quality rules established for the Salesforce org?

A. Cleanse the data outside of Salesforce and then migrate the data.

B. Use the Salesforce data loader to load and cleanse the data.

C. Use the Salesforce import wizard to load and cleanse the data.

D. Upload the data into Salesforce and then run data cleansing tools.

Correct Answer: A

QUESTION 5

Universal Containers (UC) added a channel to the Service Cloud deployment. UC wants the functionality to include the ability to log the case thread and store attachments to the case record.

Which channel should a consultant recommend to meet these requirements?

A. Email-to-case

B. Social Customer Service

C. Chat

D. Web-to-case

Correct Answer: A