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QUESTION 1

When a Self Service Portal User adds a Case Comment the following actions take place:

- A. An email is automatically sent to the case owner
- B. A Workflow rules is activated
- C. An Assignment Rule is Activated
- D. None of the above

Correct Answer: A

QUESTION 2

What approach should a Consultant use to ensure that Knowledge searches only display articles for a service agent's product specialization?

- A. Create a page layout for each record type; assign layouts to service agents.
- B. Create a data category for each product; assign data categories to service agents.
- C. Create a permission set for each record type; assign permissions to service agents.
- D. Create an article action for each record type; assign record types to service agents.

Correct Answer: A

QUESTION 3

The manager of a large credit card contact center needs to understand how many customers call daily to check their balance without speaking with an agent. Which system would be used to generate the report?

- A. Automatic Call Distributor
- B. Private Branch Exchange
- C. Interactive Voice Response
- D. Time and Attendance

Correct Answer: C

QUESTION 4

The Support Manager at Universal Containers is getting inaccurate agent performance reports. After researching the data, the Salesforce Administrator has identified hundreds of cases that are closed, but still owned by a queue.



Which two solutions should a Consultant recommend to correct this problem? Choose 2 answers

- A. Create a case assignment rule to ensure cases are owned by a user when closed.
- B. Use a data tool to update the owner field on closed cases.
- C. Create a Process Builder and Flow to change the owner on closed cases.
- D. Create a case validation rule to ensure cases are owned by a user when closed.

Correct Answer: AB

QUESTION 5

Universal Containers\' customer support management wants to provide proactive communications to customers who are likely to provide low customer satisfaction (CSAT) scores

Which two customer-related metrics should the customer support management analyze?

Choose 2 answers

- A. High priority cases opened by account month-to-date
- B. Time spent by account year-to-date
- C. Escalated cases by account month-to-date
- D. New cases opened by account channel

Correct Answer: AC

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