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QUESTION 1

Why would customer upgrade from self-service to customer portal (Choose 3)?

A. Access to custom objects

B. Branded site

C. Simpler and easier to configure

D. Better reporting

Correct Answer: ABD

QUESTION 2

For which purpose should a contact center use visual workflow?

A. To escalate a case to the support manager if it has been open for more than 72 hours.

B. To automatically assign cases to a specific queue based on the customer support level.

C. To assign follow-up tasks to an agent one week after a case is closed.

D. To automate business processes for agents who troubleshoot customer support issues via phone.

Correct Answer: D

QUESTION 3

A Contact Center Manager is implementing a new customer care program and wants to specifically measure customer loyalty.

Which measure can satisfy this requirement?

A. Customer Satisfaction

B. Customer Engagement Score

C. Net Promoter Score

D. Service-Level Measure

Correct Answer: C

QUESTION 4

Universal Containers 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. Visual Studio Code and change sets

B. Mass Transfer Records, change sets, and Visual Studio Code

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

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

Correct Answer: A

QUESTION 5

Which metric influences customer satisfaction? Choose 2 answers

A. After call work

B. Cost per call

C. First call resolution

D. Call quality

Correct Answer: CD

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