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QUESTION 1

Universal Containers would like for article to be different channel for social interactions.

What solution should a consultant recommend?

A. Set up communication channel layouts in the object manager to use Insert Article into Social post.

B. Set up insert Article into Social post and enable the customer community portal.

C. Create a Chatter group and invite the customer to join with an external chatter user.

D. Create a Visualforce page on the customer community portal.

Correct Answer: B

QUESTION 2

Universal Containers wants to implement Omni Channel within Service Cloud for its representatives. What is the first step required to configure Omni Channel?

A. Enable Omni Channel in Setup.

B. Assign Users to the Omni Channel Feature License.

C. Assign Users to Omni Channel permissions.

D. Contact Salesforce to have Omni Channel enabled.

Correct Answer: A

QUESTION 3

A Global company requires public documents to be translated into multiple languages.

Which implementation should the consultant recommend?

A. Lightning Knowledge

B. Classic Knowledge

C. Salesforce Content

D. Salesforce Files

Correct Answer: B

QUESTION 4

Universal containers would like for articles to be suggested to agents based on information they are typing into the case. What solution should a consultant recommend?

A. Create a salesforce console for service and enable the knowledge sidebar on the case page layout.

B. Enable the knowledge sidebar setting in the case support settings.

C. Create a visualforce page called knowledge sidebar on the case page layout.

D. Enable the knowledge sidebar related list on the case page layout.

Correct Answer: B

QUESTION 5

UCs is implementing Salesforce Knowledge at its contact center. The contact center has a dedicated support team for each product that it supports. Contact center agents should only be able to view articles for the product they support.

What solution should a consultant recommend to meet this requirement?

A. Assign team-based roles to the associated product article types

B. Assign team-based profiles to the associated product article types

C. Assign team-based roles to the associated product data category value

D. Assign team-based profiles to the associated product data category value

Correct Answer: C

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