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QUESTION 1

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 2

Universal Containers has activated Email-to-Case functionality to allow customers to correspond with support agents via email. Which options are available with Email-to-Case? (Choose 2)

A. Only one inbound email address can be used for Email-to-Case

B. Follow-up emails and attachments related to a case are attached to the case

C. Assignment, escalation, and workflow rules are processed on inbound emails

D. Follow-up emails related to a case will update the case comments

Correct Answer: BD

QUESTION 3

Which three features should a Consultant recommend to allow a customer to resolve issues through self-service? Choose 3 answers

A. Customer Community

B. Web -to -Case

C. Live Agent

D. Knowledge Base

E. Chatter Answers

Correct Answer: ADE

QUESTION 4

Universal Containers support manager wants to share product-specific information with their customer Communities. What should a consultant recommend to meet this requirement? Choose 3 answers

A. Assign Article types to the Community

B. Enable Public Solutions

C. Enable Article deliveries

D. Publish Articles to external channels

E. Configure Content Library permission

Correct Answer: ABD

QUESTION 5

A company would like to implement a solution that would hold service reps accountable to customer Service Level Agreements.

Which two steps should be completed to meet this request? Choose 2 answers

A. Enable Work Orders.

B. Create an Entitlement Process.

C. Set up Milestones.

D. Configure Service Contracts.

Correct Answer: BC

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