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QUESTION 1

A recent survey at Cloud Kicks (CK) shows a decrease in customer satisfaction due to the length of time it takes to resolve cases. A case analysis shows many similar cases that can be solved quickly with the same set of steps. CK has already enabled Knowledge Management.

What is the recommended method to decrease the time it takes to close cases?

- A. Create Synonym Groups.
- B. Create Article Translation.
- C. Enable Suggested Articles.
- D. Add Data Category Groups.

Correct Answer: C

QUESTION 2

Universal Containers recently implement Service Cloud. The Support Manager notices that cases are being distributed unevenly across the team.

What should the consultant recommend to address this problem

- A. Configure Case Assignment Rules to use Queues.
- B. Configure Omni-Channel Routing Model as Most Available.
- C. Configure Case Assignment Rules to use Users.
- D. Configure Omni-Channel Routing Model as Least Active.

Correct Answer: B

QUESTION 3

Which method can be used to route social media inquiries with Salesforce using Salesforce for Twitter and Facebook?

- A. Enable social profile and add workflow rules to the contact object
- B. Use Twitter-to-Case and add workflow rules to the case object
- C. Enable social profile and add assignment rules to the case object
- D. Use the routing queues provided with Salesforce for Twitter and Facebook

Correct Answer: C



QUESTION 4

The Contact Center at Universal Containers wants to increase its profit margins by promoting call deflection within Service Cloud.

Which two solutions should a Consultant recommend? Choose 2 answers

- A. Knowledge Base
- B. Customer Community
- C. Automatic Call Distribution
- D. Service Cloud Console

Correct Answer: AB

QUESTION 5

Universal containers is implementing salesforce knowledge and immediately wants to begin building a repository of frequently asked questions(FAQ) encountered by contact center agents. How can this be accomplished?

- A. Create an FAQ article type and configure the enable suggested articles option in support settings.
- B. Create an FAQ article type and enable the submit articles feature on the case close page layout.
- C. Define a data category called FAQ and assign category visibility to users in the contact centre role.
- D. Enable ideas for contact center agents and have them submit FAQ articles at the time a case is closed.

Correct Answer: B

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