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QUESTION 1

How should a Consultant provide Suggested Article functionality to Lightning Service Console users?

- A. Add the Knowledge Component to the Service Console.
- B. Add the Knowledge tab to the Console app.
- C. Create email templates with Knowledge Articles attached.
- D. Add the Suggested Article widget to the Case page layout.

Correct Answer: A

QUESTION 2

Business Users have requested that the salesforce administrator allow agents to view a list of cases in the console while agents work through their cases. This will allow agents to identify urgent cases that need to be worked on.

How should this be accomplished?

- A. Enable the list to be pinned in the console. This allows users to view the list alongside the case view in the console
- B. Build a customer visual force page with the list view and assign it to the console sidebar.
- C. Configure the case list under custom console components so users can view the list view along with the case view
- D. Recommend opening the case list view in a separate browser tab and use the window alongside the case view

Correct Answer: A

QUESTION 3

Universal Containers (UC) needs to invoke a process on an external system (NOT in Salesforce) whenever cases are created or updated by contact center agents. UC does NOT want to use any customized code to accomplish this.

Which solution should a Consultant recommend?

- A. RESTful services with GET, POST, or PUT
- B. Workflow-driven outbound messaging
- C. Schedule batch Apex processing job
- D. Visualforce page APEX SOAP async callout



Correct Answer: B

QUESTION 4

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

QUESTION 5

A contact center manager needs to restrict who can create a FAQ Article Type within Knowledge. What should a consultant recommend to accomplish this requirement? (Choose 2)

- A. Hide the Article Management tab for users who should have read-only access to articles.
- B. Set the organization-wide default to private and create sharing rules for the FAQ article type
- C. Enable the Manage Articles permission for the publisher profile and assign it to users
- D. Create a publisher profile that includes create access on the FAQ article type.

Correct Answer: CD

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