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QUESTION 1

Which of the following measures customer portal adoption/effectiveness among CUSTOMERS (Choose 2)?

- A. # of articles per agent
- B. Most popular articles
- C. # of cases via email
- D. Total cases created

Correct Answer: BD

QUESTION 2

A company is changing its case management system to Salesforce. All active accounts, contacts, and closed cases for the past 5 years must be migrated to Salesforce for go-live.

Which approach should be used for the data migration?

- A. Prepare, Plan, Test, Execute, Validate
- B. Plan, Prepare, Test, Execute, Validate
- C. Prepare, Plan, Validate, Execute, Test
- D. Plan, Prepare, Validate, Execute, Test

Correct Answer: D

QUESTION 3

Universal Containers recently deployed a Salesforce Knowledge implementation, but is looking to evaluate the quality of the articles being produced.

What should the Consultant recommend to gather information on Knowledge article usefulness?

- A. Contact Salesforce to send a report on article efficacy.
- B. Send out a monthly survey to customers requesting feedback.
- C. Install Knowledge Base Dashboards and Reports AppExchange package.
- D. Create a group of super users that will evaluate and manage articles.

Correct Answer: C



QUESTION 4

A consulting firm has been retained to implement a new Service Cloud platform for a company. This company requires quick iterations and a speedy project completion. The company has requested frequent project updates for check-ins and refinement. Which methodology should the Consultant recommend to meet the given requirements?

- A. Kanban
- B. Lightning Platform
- C. Agile
- D. Waterfall

Correct Answer: C

QUESTION 5

The VP of Service at Universal Containers is looking for ways to reduce contact center costs.

Which two metrics should the Consultant recommend?

Choose 2 answers

- A. First Call Resolution
- B. Average Handle Time
- C. Service-Level Agreements
- D. Time to Answer

Correct Answer: AB

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