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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

What process is a use case for Visual workflow? Choose 3 answers

- A. Field validation during case creation
- B. Cross-self promotions for representatives
- C. Assignment of email to a case queue based on subject
- D. Decision-based troubleshooting for representatives
- E. Caller verification and creation of a new case

Correct Answer: ADE

QUESTION 3

Universal Health Service is setting up Knowledge in its contact center for agents so they can research articles while taking calls. The company needs to migrate the existing knowledge base of documents and images into Salesforce. Which step will be required for the implementation? Choose 3 answers

- A. Create multiple CSV files, one for each article type
- B. Create HTML files referencing image to be uploaded
- C. Match each new article to an existing article type
- D. Create a single CSV file, including all article types
- E. Load all articles with the Apex data loader tool

Correct Answer: ABC

QUESTION 4



Universal Containers\\' customer support management wants to provide proactive communications to customers who are likely to provide low customer satisfaction (CSAT) scores Which two customer-related metrics should the customer support management analyze? Choose 2 answers

- A. High priority cases opened by account month-to-date
- B. Time spent by account year-to-date
- C. Escalated cases by account month-to-date
- D. New cases opened by account channel

Correct Answer: AC

QUESTION 5

Universal Containers\\' agents often need to access the same cases, contacts, and orders multiple times per day. What should a consultant recommend to meet this requirement?

- A. Create a custom list view for cases, contacts, and orders and pin them to the side bar.
- B. Enable the "Access Recent Items" user permission on the user profiles.
- C. Enable the "History" component within the Salesforce Console for Service.
- D. Embed a "Recent Items" Visualforce component into the Salesforce Console for Service.

Correct Answer: C

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