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### QUESTION 1

UC's service center needs to provide support for a new product line. The product manager would like to be notified whenever a customer reports a new defect. Which solution should a consultant recommend to meet this requirement?

(choose 1 answer)

- A. Use an escalation rule to move cases into the product manager queue
- B. Use Chatter case feed and case teams to monitor cases
- C. Use an assignment rule to assign new cases to the product manager
- D. Use a workflow rule to send an email to the product manager

Correct Answer: D

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### QUESTION 2

Universal Containers is implementing a CTI solution for its inbound service and support contact center. Currently, the company handles only existing customers with support issues. The contact center manager has been tasked with improving sales for the premier support offering. What key metrics can be expected to improve following the CTI implementation? (Choose 2)

- A. Average days to close
- B. Average handle time
- C. First call resolution
- D. Abandon rate

Correct Answer: CD

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### QUESTION 3

The Universal Containers Contact Center has Customer Support Agents who speak Spanish and wants all cases where Spanish is the preferred language to be handled by these agents in real time. Universal Containers allows customers to contact agents through phone and chat.; Which solution should be implemented to support this?

- A. Case Auto -Response Rules
- B. Omni -Channel
- C. Case Assignment Rules
- D. Visual Workflow

Correct Answer: B

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#### QUESTION 4

Universal Containers requires that a case status be updated 48 hours after a solution to the case has been emailed to a customer. Which Salesforce feature would be used to meet this requirement?

- A. Assignment rules
- B. Validation rules
- C. Workflow rules
- D. Auto-response rules

Correct Answer: C

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#### QUESTION 5

Universal Containers is migrating from a legacy system to the service cloud. The company currently tracks entitlements as agreements in its legacy system. The legacy system will be archived and unavailable after go-live. Agents will need easy access to case information for the last one year.

- A. Migrate closed cases with milestones and entitlements
- B. Migrate open and closed cases with milestones and entitlements
- C. Migrate open and closed cases without milestones and entitlements
- D. Migrate closed cases to a custom read-only object

Correct Answer: A

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