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QUESTION 1

Customer Support Agents are frustrated with how they interact with their current case management solution and have asked for a more streamlined way to manage and view cases.

Which solution will improve productivity and allow the Agents to quickly create and view notes, log calls, update cases, and communicate with customers?

A. Configure the Case highlights panel

B. Add a Visualforce page to the Case layout

C. Create Salesforce Classic Quick Action

D. Configure Case Feed page layouts

Correct Answer: D

QUESTION 2

Customers can contact Universal Appliances to report problems with their appliances within 30 days of delivery. Support agents need quick-view-only access to an external database the stores over 100,000 known product bugs logged by the product engineers. Which solution should a consultant design to meet this requirement? (Choose 2)

A. Display product bug data in Salesforce via a Visualforce page (or use Lightning Connect)

B. Use Web Services API to integrate the external database with Salesforce

C. Create a custom product bug object and import data into Salesforce

D. Use Bulk API to load the product bug data into Salesforce

Correct Answer: AB

QUESTION 3

Universal Containers is implementing the Salesforce Service Cloud in its contact center and has requirements listed below:

1.

 2.000 agents are implemented globally 24/7 operations

2.

 Open case data will be migrated from a legacy system

3.

 New cases will be created in one system only

Which deployment method should be recomended?

A. Migrate case data and deploy to all users at office

B. Migrate agents to Force.com Connect Offline during deployment

C. Deploy in phases using countries as pilots

D. Deploy based on the number of trainers available

Correct Answer: C

QUESTION 4

The Service Desk at Universal Containers is considering implementing a Service Console and is considering using Lightning Experience. Which three features are available only in Classic? Choose 3 answers

A. Dynamic list updates

B. Quick Text

C. Multi -monitor support

D. Keyboard Shortcuts

E. Case hover

Correct Answer: ACD

QUESTION 5

Universal Containers Executives want to see contact center metrics from each of its different geographic regions. How should a Consultant support this requirement?

A. Create a Dashboard for each Region.

B. Create a single Dashboard with a Region filter.

C. Create a Dashboard for each Case Team.

D. Create a single Dashboard with a Case Team filter.

Correct Answer: B