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QUESTION 1

Universal Containers wants to allow customers to ability to submit cases and also to see a dashboard of case resolution history.

Which type of Community license should be used to meet these requirements?

- A. Customer Community Plus
- B. Customer Community
- C. High Volume Customer Portal
- D. Lightning External Apps Starter

Correct Answer: A

QUESTION 2

Universal Containers has been testing an updated Service Console in a sandbox and is ready to move it to Production. Which deployment solution should a consultant use?

- A. Change Sets
- B. Mass Transfer Records
- C. Data Loader
- D. Manual configuration

Correct Answer: A

QUESTION 3

The lifecycle of a Knowledge article consists of five stages.

In which order does an article proceed through these stages?

- A. Create, approve, publish, consume, feedback
- B. Create, feedback, publish, approve, consume
- C. Create, publish, feedback, approve, consume
- D. Create, consume, feedback, approve, publish

Correct Answer: A



QUESTION 4

Which two solutions can be used to enable agents to manage multiple cases at the same time when designing a Contact Center? Choose 2 answers

- A. Interactive Voice Response
- B. Computer Telephone Integration
- C. Social Customer Service
- D. Live Agent

Correct Answer: CD

QUESTION 5

Support Managers have requested the ability to provide real-time feedback to Agents during customer chat sessions. What feature should a consultant configure to meet this requirement?

- A. Push Notifications
- B. Case Feed
- C. Omni-channel Supervisor
- D. Next Best Actions

Correct Answer: C

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