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### QUESTION 1

Universal Containers requires that users have the ability to view specific cases, as determined by the product type field on the case. An email should be sent to the users when a case to which they have access is created or closed. What should a consultant recommend to meet these requirements? (Choose 2)

- A. Escalation rules
- B. Case teams
- C. Workflow rules
- D. Auto-response rules

Correct Answer: BC

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### QUESTION 2

Universal Containers is setting up a field service dispatch contact center. Which functionality should be considered when designing the contact center? (Choose 2)

- A. Chatter groups for customer
- B. Mobile access to case information
- C. Visibility into service entitlements
- D. Predictive dialer for outbound calls

Correct Answer: BC

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### QUESTION 3

Universal Containers (UC) needs to invoke a process on an external system (NOT in Salesforce) whenever cases are created or updated by contact center agents. UC does NOT want to use any customized code to accomplish this.

Which solution should a Consultant recommend?

- A. RESTful services with GET, POST, or PUT
- B. Workflow-driven outbound messaging
- C. Schedule batch Apex processing job
- D. Visualforce page APEX SOAP async callout

Correct Answer: B

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### QUESTION 4



Milestones can be added to which two Object types? Choose 2 answers

- A. Account
- B. Work Order
- C. Last
- D. service

Correct Answer: BC

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#### QUESTION 5

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

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