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QUESTION 1

SLA says agent must respond within one hour, or if marked "urgent", resolve within one day. How can this best be achieved?

- A. Use entitlements to define a process and milestones
- B. Use case teams to close
- C. Use escalation rules

Correct Answer: A

QUESTION 2

Contact Center management must be notified whenever an Open Case has not been touched for 24 hours. Which feature should a Consultant use to meet this requirement?

- A. Process Builder Scheduled Actions
- B. Time-based Workflow Rules
- C. Scheduled Reports
- D. Milestone Actions

Correct Answer: C

QUESTION 3

Universal Containers has millions of customers in Salesforce, but only a very small percentage have opened support cases in the past. Recently, Universal Containers has implemented a Customer Community and plans to allow customers to be authenticated users to increase self- service rates. Which two methods should be used to enable the customers on the Community? Choose 2 answers

- A. Have agents manually create Users when Community access is requested by Customers.
- B. Have agents provide Customers with Community registration instructions when working a case.
- C. Identify active Customers and send them registration instructions via email.
- D. Send email notifications to all Customers to join the Community.

Correct Answer: BC

QUESTION 4

Universal Containers (UC) is currently live with Sales Cloud and in the process of implementing Service Cloud. UC wants to create a sandbox to test its Service Cloud implementation with real Sales Cloud data.



Which three Sandbox types can be used to accomplish this?

- A. Partial Copy Sandbox
- B. Administrator Sandbox
- C. Developer Pro Sandbox
- D. Full Sandbox

Correct Answer: ACD

QUESTION 5

Universal Containers wants to provide a more consistent service experience to its customers and is evaluating the Service Cloud macro feature.

Which three configurations must be made? Choose 3 answers

- A. Users must use Lightning Experience.
- B. Publisher Actions used in the macros must be on the page layout.
- C. The Macros widget or utility must be added to the console.
- D. The Run Macros Permission must be granted to users.
- E. The Run Macros Action must be on the page layout.

Correct Answer: ABD

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