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QUESTION 1

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

QUESTION 2

Universal Containers (UC) created a new mobile app that enables customers to place orders and track fulfillment. UC
wants to quickly embed customer service into the new mobile app. Which two features should be added to meet this
requirement? Choose 2 answers

A. Salesforce Knowledgebase

B. Chatter Groups

C. Field Service Lightning

D. Service Cloud SOS

Correct Answer: CD

QUESTION 3

At Universal Containers, a support agent dedicated to one customer regularly handles complex integration-related
cases. In these cases, the agent collaborates with Universal Containers product development team and the client\'s
system integration. What would the consultant recommend to expedite the handling of these cases?

A. Build a repository of Knowledge articles related to integration and share it with the customer.

B. Enable Chatter case feed and add product development team members to the case team.

C. Create a related child case and assign the child case to the product development team.

D. Create a private Chatter group with customers and invite key individuals to join the group.

Correct Answer: D

QUESTION 4

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

QUESTION 5

A company is planning for the migration of an existing knowledge base into Salesforce Knowledge. Which set of factors should be considered in selecting which articles to migrate?

A. Last modified date and frequent search terms

B. Last modified date and number of recent article views

C. Original creation date and average rating of articles

D. Original creation date and total number of article views

Correct Answer: B

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