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QUESTION 1

Business Users have requested that the salesforce administrator allow agents to view a list of cases in the console while agents work through their cases. This will allow agents to identify urgent cases that need to be worked on.

How should this be accomplished?

A. Enable the list to be pinned in the console. This allows users to view the list alongside the case view in the console

B. Build a customer visual force page with the list view and assign it to the console sidebar.

C. Configure the case list under custom console components so users can view the list view along with the case view

D. Recommend opening the case list view in a separate browser tab and use the window alongside the case view

Correct Answer: A

QUESTION 2

Universal Containers wants to reduce the volume of calls into their Product Support Contact Center. Which three features should a Consultant recommend? Choose 3 answers

A. Communities

B. Chatter Questions

C. Public Knowledge

D. Field Service

E. Macros

Correct Answer: ABC

QUESTION 3

Universal containers customer support management wants to provide proactive communication to customers who are likely to provide low customers satisfaction (CSAT) scores. What customer-related metric should the customer support management analyze? Choose 2 Answers

A. Escalated cases by account month to date

B. High priority cases opened by account month to date

C. Time spent by account year to date

D. New cases opened by the account channel

Correct Answer: AB

QUESTION 4

The Support Manager at Universal Containers wants to improve visibility to cases across the organization and has decided that Product Managers should be more involved in the case management process. The Support Manager has created predefined case teams for each product and trained Support Agents to add the appropriate case team to each case. Which two solutions will allow Product Managers to quickly see and review the cases that are created for their products? Choose 2 answers

A. Create a case queue for all created or updated cases.

B. Create a case report that displays all created or updated cases.

C. Create an email alert notification for Case Teams.

D. Create a case list view that is filtered by My Case Teams.

Correct Answer: AC

QUESTION 5

Universal Containers requires that a case status be updated 48 hours after a solution to the case has been emailed to a customer. Which Salesforce feature would be used to meet this requirement?

A. Assignment rules

B. Validation rules

C. Workflow rules

D. Auto-response rules

Correct Answer: C

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