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QUESTION 1

What approach should a consultant use to ensure that knowledge search only display articles for a service agents product specialization ?

- A. Create an article action for each record type;assign record types to service agents
- B. Create a page layout for each record type ;assign layouts to service agents
- C. Create a permission set for each record type ;assign permissions to service agents
- D. create a data category for each product assign data categories to service agents.

Correct Answer: D

QUESTION 2

Universal Containers wants to deploy Live Agent as a new support channel, and wants its Support Agents to be able to respond to chats quickly.

Which two features should a Consultant recommend? Choose 2 answers

- A. Configure LiveMessage
- B. Activate quick test
- C. Create quick actions
- D. Deploy Pre-Chat form

Correct Answer: BD

QUESTION 3

Case escalation rules triggered on the last modification will be reset each time a user does which of the following actions?

- A. Reads the case
- B. Adds a related comment to the case
- C. Adds an activity or sends an email from the case record
- D. Edits the case
- E. All of the above

Correct Answer: D



QUESTION 4

Universal Containers is trying to reduce the amount of time support agents spend creating cases. The new method case creation must allow for 4000 - 5000 new cases a day, as well as the attachment of documents under 25 MB by the customer.

Which method should the consultant suggest?

- A. On-Demand Email-to-case
- B. Standard email to case
- C. Web to case forms
- D. Omni channel routing

Correct Answer: A

QUESTION 5

Universal Containers wants to implement Omni channel within service cloud for its representatives.

What is the first step required to configure Omni channel?

- A. Contact salesforce to have Omni channel enabled.
- B. Enable Omni channel in setup.
- C. Assign users to the Omni channel feature license.
- D. Assign users to Omni channel permissions.

Correct Answer: B

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