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QUESTION 1

How can an administrator use the service cloud console to increase the efficiency of support users? Choose 3

- A. configure it to manage chatter answers cases and live agent chat conversations.
- B. customize the softphone to provide a screen pop-up on incoming support calls.
- C. configure the idea themes page layout with buttons and links to case detail information
- D. enable the service cloud console application in salesforce communities.
- E. use publisher actions in case feed to combine the publisher extension menus in a single row.

Correct Answer: ABD

QUESTION 2

User is not the Owner of record and he has given READ/WRITE permission using Manual Sharing. However his profile only has READ permission. What will be actual permission for that record of that user?

- A. Can edit
- B. Can read only
- C. Can only edit what he owns
- D. Can delete record

Correct Answer: B

QUESTION 3

How should a Workflow issue be properly monitored and Debugged?

- A. Check the standard Debug Logs
- B. Add a new monitored user and check the Debug Logs
- C. Check the standard Workflow logs
- D. Check the Time Based Workflow Log

Correct Answer: B

QUESTION 4

Universal Containers has four sales regions: North America, APAC, EMEA, and LATAM. Each sales region is led by a VP of Sales. Each of the VPs wants to have a dashboard emailed to them every Monday morning that contains components with only the data for their region. How can an administrator meet this requirement?

- A. Create a reporting snapshot and check the dashboard option, scheduled to be delivered on Monday mornings.
- B. Create one dashboard that includes a filter for each region, scheduled to be delivered on Monday mornings.
- C. Create a separate dashboard with data specific to each sales VP, scheduled to be delivered on Monday mornings.
- D. Create one dashboard using Visualforce to create a filter, scheduled to be delivered on Monday mornings.

Correct Answer: C

QUESTION 5

When removing test data from a new Developer Org using Mass Delete Records, why is it necessary to Mass Delete Accounts as the last step. Select one:

- A. Related child records exist
- B. The order does not matter
- C. They must be done in reverse alphabetical order
- D. It's an internal Salesforce requirement

Correct Answer: A

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