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QUESTION 1

Universal Containers Executives want to see contact center metrics from each of its different geographic regions. How should a Consultant support this requirement?

A. Create a Dashboard for each Region.

B. Create a single Dashboard with a Region filter.

C. Create a Dashboard for each Case Team.

D. Create a single Dashboard with a Case Team filter.

Correct Answer: B

QUESTION 2

A customer utilizes a high-volume Service Cloud portal for its Web customer support and is interested in

deploying a chat solution.

What should be the first step in configuration and customization?

A. Create user profiles or permission sets

B. Enable Chatter Messenger for the organization

C. Enable Live Agent for the organization

D. Create an iframe to display the chat window

Correct Answer: C

QUESTION 3

You\'re working on a sales presentation for your customer - universal paper, you might want to add the topic #universal paper in your status update. What does the hashtag do?

A. Returns a link that returns a post with the same reference

B. Tag another chatter user

C. Deletes posts

Correct Answer: A

QUESTION 4

Solution for 15+ MB attachments, 10,000 email cases and 3,000 web cases.

A. On-demand email to case

B. On-demand email to case with sites

C. Email to case with web to case

D. Email to care with Site

Correct Answer: C

QUESTION 5

A customer has a detailed question about product functionality. The customer would like access to expert customer subject-matter experts, and real-time access to company IT support experts. Which features will best help the customer? Choose 2 answers.

A. Mass email

B. Communities

C. Public groups

D. Salesforce Chat

Correct Answer: BD