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QUESTION 1

Which Statement is true regarding Salesforce Chatter Answers? Choose 3 answers

A. Answers can be exposed to partner portal users

B. External users can subscribe to Answers

C. Escalate a question to a case

D. Knowledge articles can be created from Answers

E. Select best answers for questions.

Correct Answer: CDE

QUESTION 2

A contact center manager is looking for ways to overall cost per case. What Salesforce metrics should the contact center manager evaluate? (Choose 2)

A. Average number of activities per case

B. Average number of articles attached to a case

C. Total number of cases by origin

D. Average customer satisfaction score by case

Correct Answer: AB

QUESTION 3

Universal Containers is evaluating whether to implement On-Demand Email-to-Case or Email-to- Case and needs to ensure the solution selected will meet its requirements. Which customer requirement would require the use of Email-to-Case?

A. Accepts email attachments larger than 10 MB

B. Accepts attachments from emails

C. Handles more the 10,000 emails a day

D. Requires the use of Transport Layout Security (TLS)

Correct Answer: A

QUESTION 4

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Universal Containers (UC) has hired a consulting firm to implement its new Service Cloud platform and

requires quick iterations and a speedy project completion. UC has requested frequently project updates for

check-ins and refinement.

Which methodology should the Consultant recommend given the requirements?

A. Force.com IDE

B. Agile

C. Kanban

D. Waterfall

Correct Answer: B

QUESTION 5

The Universal Containers support center management team would like to leverage Salesforce functionality to improve collaboration on cases. What should a consultant recommend to meet this requirement? (Choose 2)

A. Create escalation rules to re-assign cases after SLAs have expired.

B. Enable the Service Cloud Console and Knowledge sidebar for agents.

C. Create case teams and introduce swarming to resolve cases.

D. Enable and use Chatter feed tracking on the case object.

Correct Answer: CD

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