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QUESTION 1

Which solution can be used to improve call deflection?

A. Knowledge base

B. Community forum

C. Assignment rules

D. Web chat

E. Case routing

Correct Answer: D

QUESTION 2

Cloud Kicks wants to standardize its service KPIs for response time and first case closure rates.

Individual service agents, team leaders, regional directors, and the VP of service should see the same KPIs calculated
using only the data the user can access.

What is the recommended running user to meet the requirements?

A. Let the dashboard viewers choose

B. The user creating the dashboard

C. The VP of service

D. The dashboard viewer

Correct Answer: D

QUESTION 3

A Service Manager has recently implemented Salesforce Knowledge. Which three metrics should the Manager use to
measure the success of the implementation? Choose 3 answers

A. Number of Chatter files attached to cases.

B. Number of published article views.

C. Number of articles associated to cases.

D. Number of content packs attached to cases.

E. Number of successful keyword searches.

Correct Answer: ACE

QUESTION 4

Universal Containers has created Permission Sets granting access to objects and fields in one of its sandboxes. How
should a consultant deploy these Permission Sets to Production?

A. Use a Change Set

B. Manually re-create the Permission Sets

C. Create an Unmanaged Package

D. Publish a Managed Package

Correct Answer: A

QUESTION 5

What should a consultant recommend to ensure chat requests contain enough information for reps to effectively
respond?

A. Customize the lightning console that page.

B. Configure a chat validation rule.

C. Customize the pre-chat form.

D. Configure lightning guided engagement.

Correct Answer: C

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