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QUESTION 1

The Universal Containers sales team has been so successful in signing new customers that the support team is unable to provide same-day customer assistance.

What should a consultant recommend to address this problem?

A. Limit Customers to 5 Cases per day.

B. Provide a self-help Customer Community.

C. Add more support phone lines.

D. Ask sales reps to respond to support Cases.

Correct Answer: B

QUESTION 2

Universal Containers (UC) added a channel to the Service Cloud deployment. UC wants the functionality to include the ability to log the case thread and store attachments to the case record.

Which channel should a consultant recommend to meet these requirements?

A. Email-to-case

B. Social Customer Service

C. Chat

D. Web-to-case

Correct Answer: A

QUESTION 3

From any queue list view, users can take ownership of one or more cases if: (Choose 3 answers)

A. They are members of that Queue

B. They have a Contact Manager Profile

C. If the OWD for sharing cases is Public Read/Write/Transfer

D. They are higher in the Role Hierarchy than a Queue Member

E. All of the above

Correct Answer: AD

QUESTION 4

Which method can be used to route cases from social channels?

A. use Twitter-to-case and add workflow rules to the case object.

B. Enable Social Customer Service and add assignment rules to the case object.

C. Enable Social Network Profile and add workflow rules to the contact object.

D. Enable Social Network Profile and add assignment rules to the case object.

Correct Answer: B

QUESTION 5

Field engineers often need to access current inventory levels of products the customer has purchased while at customer sites.

Which solution should a Consultant recommend to meet this requirement?

A. Implement Field Service Lightning.

B. Integrate with an enterprise resource planning system.

C. Develop and publish a knowledge management system

D. Configure Visual Flows on Salesforce mobile.

Correct Answer: B