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Question: 166

Which search mechanism should be used to find case comments from within the lightning service console?
A. Search utility component
B. Comment search component
C. Comments list view
D. Global search

Answer: D

Question: 167

A Contact Center Manager is implementing a new customer care program and wants to specifically measure customer loyalty.

Which three measures satisfy this requirement? Choose 3 answers
A. customer satisfaction Survey
B. Customer Purchase History
C. Customer Support Requests
D. Net promoter Score
E. Service Level Agreement

Answer: A,B,D

Question: 168

Universal Containers recently implement Service Cloud. The Support Manager notices that cases are being distributed unevenly across the team.

What should the consultant recommend to address this problem?
A. Configure Case Assignment Rules to use Queues.
B. Configure Omni-Channel Routing Model as Most Available.
C. Configure Case Assignment Rules to use Users.
D. Configure Omni-Channel Routing Model as Least Active.

Answer: B

Question: 169

A company wants to publish knowledge articles to its customer community. The articles should be organized for easy navigation by community members.

What should a consultant recommend?
A. Define data categories with custom visibility.
B. Define article types with public sharing settings.
C. Define topics for each knowledge article.
D. Define a custom field to identify the subject.

Answer: A,B,D

Question: 170

A company wants to publish Knowledge articles to its Customer Community. The articles should be organized for easy navigation by Community members .

What should a Consultant recommend?
A. Define Article Types with Public Sharing Settings.
B. Define Data Categories with Custom Visibility.
C. Define Topics for each Knowledge article.
D. Define a Custom Field to identify the Subject.

Answer: C

Question: 171

UC has two customer service contact centers and each focuses on a specific product line. Each contact center has a varying call volume, contributing to a high operational cost for the company. UC wants to optimize the cost without compromising customer satisfaction .

What can a consultant recommend to accomplish these objectives? Choose 2 answers.
A. Implement a customer self-service portal
B. Enable agents to transfer calls to other agents
C. Cross-train agents on both product lines
D. Prioritize customer calls based on their SLA

Answer: A,C

Question: 172

A manager would like information on the knowledge base searches conducted by customers and call center agents .

Which two metrics are useful for identifying knowledge article effectiveness? Choose 2 answers
A. Knowledge search query with no results.
B. Knowledge articles with the lowest rating.
C. Number of knowledge articles in each data category.
D. Knowledge articles created by call center agents.

Answer: A,B

Question: 173

The Service Manager at universal Containers manages three teams. Each team provides support for the specific product. Agents have concerns about seeing search results for other products when searching the knowledge base. The service manager originally provided the teams with full access to the articles.

Which solution will ensure each team sees only the relevant article type for their product?
A. Create an article action for each record type and assign them to each team based on their product specialization
B. Create a permission set for each record type and assign them to each team based on their product specialization
C. Create a page layout for each article type and assign them to each team based on their product specialization
D. Create a data category for each product and assign them to each team bases on their product specialization

Answer: D

Question: 174

Universal Containers wants to implement best practices for its customer support teams and has decided to follow a Knowledge-Centered Support (KCS) methodology.

Which two benefits can be expected from KCS adoption? Choose 2 answers
A. A knowledge article life cycle that is implemented correctly the first time and does not need to change
B. Reduced first contact resolution
C. A knowledge article life cycle that evolves based on usage and demand
D. Reduced issue resolution time

Answer: B,D

Question: 175

As part of a new Salesforce Knowledge implementation, Universal Containers would like to migrate articles from their current database.

Which factor should a Consultant consider as part of the migration strategy?
A. Convert any articles containing HTML into plain text before importing because HTML is NOT supported in any article field types.
B. Verify that each article type has field level security on all fields set to read-only prior to import, in order to prevent any loss of data.
C. Ensure that each existing article type has a corresponding Salesforce Knowledge article type that matches its structure and content.
D. Prepare a single .csv file that can be used to migrate all articles types at once and include with a properties file in a .zip for import.

Answer: D

Question: 176

Universal Containers (UC) is updating the Service Cloud console app for its call center agents. Management is concerned that deploying the new app will disrupt current operations and impact customer satisfaction.

What should the consultant recommend to mitigation these concerns?
A. Deploy the configured and tested app to production, update the agent's profile to view the app and take away access to the old app.
B. Configure the new app in a sandbox. Use a change-set to push the configuration to production for testing and training.
C. Deploy the configuration from a sandbox to production during the next Salesforce version update so the system only goes down once.
D. Configure the new app m developer org and use an unmanaged package to deploy to production.

Answer: D

Question: 177

How can a Contact Center Manager see which Service Representatives have not accepted new Cases recently using the Lightning Service Console?
A. Omni-Channel Utility Component
B. Cases report sorted by Rep and Case Owner
C. Cases report sorted by Rep and Case CreatedDate
D. Omni-Channel Supervisor tab

Answer: D

Question: 178

Sales engineer needs visibility to list field edits, emails, case comments, and related objects on ONE page .

How can this be achieved?
A. Customer view of case tab
B. Custom Visual force page
C. Custom report
D. Custom related list

Answer: B

Question: 179

Universal Containers would like to provide their contact center agents with a map image of their customers location based on the Shipping Address of their Account Record .

What should a consultant recommend as part of the solution?
A. An outbound message to a middleware platform to provide map details
B. A mashup integration on the Account page to a third-party mapping service
C. A Web Service call-out that retrieves map details from the backend system

D. A custom tab of type URL that displays a map image of customer location

Answer: B

Question: 180

Universal Containers (UC) wants to schedule for repair service when an agent is unable to solve the customer's problem via the call center.

What functionality should a consultant recommend to satisfy the UC's need?
A. omni Channel
B. Contact Request
C. Field Service
D. Mobile Connect

Answer: C

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