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**QUESTION 1**

What are the two basic concepts of Knowledge-Centered Support (KCS)? Choose 2 answers

- A. Creating content as a result of solving issues
- B. Evolving Content-based product lifecycles
- C. Rewarding learning, collaboration, sharing and improving
- D. Developing a knowledge base on the experience of an individual

Correct Answer: AC

QUESTION 2

The Marketing Department at Universal Containers is migrating from legacy campaign and email management system to Salesforce and want to ensure that its communication material is migrated as well.

What should a consultant recommend to migrate the Marketing Department's email templates?

- A. Create an email template change set or use the Lightning Platform
- B. Manually recreate the email and mail merge templates in Salesforce
- C. Enable Email to Salesforce before sending email templates to Salesforce
- D. Enable Email-to-case and use the Import Wizard

Correct Answer: C

QUESTION 3

UC is deploying Salesforce for lead and opportunity Management. Several area of the application need to be customized using Apex and Visualforce in order to meet business requirements. Which steps can be taken to execute an effective test plan that will ensure high quality components? (2 answers)

- A. Create test conditions that cross-reference use cases from project documents
- B. Delegate unit testing to application end users because they understand the requirements best
- C. Rely on automated test script tools to ensure maximum test coverage
- D. Write detailed test scripts that define specific conditions, actions, and expected results

Correct Answer: AD

**QUESTION 4**

Which two solutions should a consultant recommend while designing a plan to decrease a company's cost per call? Choose 2 answers

- A. Bypass entitlement verification
- B. Increase the call-to-order ratio
- C. Use integrated voice response
- D. Use suggested Knowledge articles

Correct Answer: CD

QUESTION 5

Cloud Kicks has started its operations in Europe in addition to the U.S. The company has enabled advanced currency management to support both EUR and USD.

Cloud Kicks also has existing roll-up summary fields.

- A. Where are currency related roll-up summary fields supported?
- B. From the Opportunity line object to the Opportunity object
- C. From the Object rolling up to the Opportunity object
- D. From any custom object to the Opportunity object
- E. From the Opportunity object rolling up the Account object

Correct Answer: A

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