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QUESTION 1

Universal Containers is training a new set of Service Reps. Part of the training includes handling Live Agent chats from customers. However, it is important that contact center managers monitor the chat sessions to ensure the Service Reps\' responses are professional and accurate and to be able to assist when needed.

What Lightning Console feature should a Consultant configure to support this need?

A. Configure Omni-Channel Supervisor tab and 3rd party access.

B. Configure Live Agent Supervisor tab and Whisper Messages.

C. Add the Live Agent Component to the Utility bar.

D. Configure the SOS snap-in for the Lightning Service Console.

Correct Answer: B

QUESTION 2

A consultant needs to migrate data in Sales Cloud and is considering using Data Loader. What are two capabilities of this migration tool? Choose 2 answers.

A. Extract organization and configuration data.

B. Prevent importing duplicate records.

C. Run one-time or scheduled data loads.

D. Export field history data.

Correct Answer: CD

QUESTION 3

Sales directors at Northern Trail Outfitters (NTO) need access to edit opportunity fields in the case of last minute updates once the sales stage reaches Negotiation/Review; however, sales representatives should not have editing rights at the stage. Which solution should the consultant advise?

A. Modify the profile for sales directors to enable the \\'Modify AN\\' object permission for opportunities

B. Change the field-level security for sales representatives to restrict field access based on the sales stage

C. Create a workflow rule to enable field access for sales directors based on the sales stage

D. Create a validation rule to enforce field access based on the sales stage and a custom permission

Correct Answer: D

QUESTION 4

Northern Trail Outfitters (NTO) wants to record information about its conferences and attendees. Some customers attend multiple NTO conferences. What should the consultant recommend if NTO desires to present this data on the contact layout using the standard configuration?

A. Utilize Campaigns for conferences and a custom object to record attendee information

B. Create a custom object for conferences and a custom object to record attendee information

C. Create a custom object for conferences and a custom lookup field to conferences on Contacts

D. Utilize Campaigns for conferences and add Campaign Members to record attendee information.

Correct Answer: D

QUESTION 5

UC wants to give access to Salesforce to its sales reps on the road, even when they are in areas not covered by internet reception. What solution should a consultant propose?

A. Salesforce Touch

B. Salesforce Classic

C. Salesforcel app

D. Custom hybrid app

Correct Answer: C

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