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QUESTION 1

Business Users have requested that the salesforce administrator allow agents to view a list of cases in the

console while agents work through their cases. This will allow agents to identify urgent cases that need to

be worked on.

How should this be accomplished?

A. Enable the list to be pinned in the console. This allows users to view the list alongside the case view in the console

B. Build a customer visual force page with the list view and assign it to the console sidebar.

C. Configure the case list under custom console components so users can view the list view along with the case view

D. Recommend opening the case list view in a separate browser tab and use the window alongside the case view

Correct Answer: A

QUESTION 2

What are benefits of deploying Knowledge in a high volume Service Cloud portal? (Choose 2)

A. Replaces the need for an email channel

B. Eliminates tracking of customer entitlements

C. Uncovers gaps in the knowledge base

D. Reduces incoming call volume

Correct Answer: CD

QUESTION 3

Universal Containers uses Live Agent to interact with customers. Service Reps complain that it takes too much time to end the chat and close the case. Which two features should a Consultant recommend to address this concern? Choose 2 answers

A. Visual Workflow

B. Lightning Guided Engagement

C. Quick Text

D. Macros

Correct Answer: CD

QUESTION 4

Universal Containers wants to implement a new web presence to support its customers. It has provided the following requirements: Ability for visitors to search Knowledge articles without registering or logging in Ability for over one million registered customers to securely submit cases and view the status of those cases Ability to display white papers to registered customers Ability for registered customers to save favorite Knowledge articles for easy access later

What should the consultant recommend as part of the solution?

A. Implement Partner Communities with Knowledge.

B. Implement Customer Communities with Content.

C. Implement Employee Communities with Content.

D. Implement Customer Communities with Knowledge.

Correct Answer: D

QUESTION 5

What metrics should a contact center manager consider to measure adoption of Salesforce Knowledge? (Choose 2)

A. Number of cases escalated by agent

B. Number of articles created by agent

C. Number of articles attached to a case

D. Number of solutions created by agent

Correct Answer: BC

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