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QUESTION 1

Universal containers has implemented salesforce knowledge and the service manager wants to encourage agents to use knowledge base. Which metric should the service manager monitor? (choose 1 answer)

A. Number of article votes

B. Number of customer ratings

C. Number of approved articles

D. Number of archived articles

Correct Answer: A

QUESTION 2

Universal Health supports medical kits that have been distributed to thousands of hospitals. Hospitals can request future credit by providing kit usage information by patient. The regional processing teams review these requests and award coupons for approved cases. What should a consultant recommend to manage this process using Service Cloud?

A. Enable the self-service portal to generate logins for the hospital staff by region.

B. Use Web-to-Lead to capture the credit requests and assign them to regional teams using workflow rules.

C. Design a custom object to track credit requests and route them regionally using assignment rules

D. Use cases to track the credit requests and route than to regional teams using assignment rules

Correct Answer: D

QUESTION 3

A Service Consultant has been asked to design a solution for Service Reps to communicate with customers via Twitter What should the Consultant recommend implementing in the Lightning Service Console?

A. The Social Feed

B. A Twitter Macro

C. The Case Feed

D. A Custom Component

Correct Answer: C

QUESTION 4

Using standard case management capabilities, what can be emailed to a customer as a PDF attachment?

A. Articles appearing in the Knowledge sidebar

B. Products and assets associated to the case

C. Knowledge articles attached to the case

D. Contract details related to the entitlement

Correct Answer: C

QUESTION 5

Universal Banking has customer support operations in both Canada and the United States. Compliance regulations are listed below.

Agent users in Canada can only view articles pertaining to Canadian products. Agent users in the US can only view articles pertaining to US-based products.

How should article visibility be configured to enforce the compliance rules?

A. Create geography-based roles to restrict access using data categories

B. Create geography-based profiles to restrict access by mapping article types

C. Create geography-based profiles to restrict access using data categories

D. Create geography-based roles to restrict access by mapping article types

Correct Answer: A

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