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**QUESTION 1**

An outsourced contact center is losing part-time agents to a nearby contact center that promotes flexible scheduling. Which support channel requires the smallest amount of agent work time?

- A. Web to case
- B. Email to case
- C. Web self service
- D. Chat

Correct Answer: C

QUESTION 2

Sales reps at Cloud Kicks (CK) often receive important customer emails they want to record as activities related to contacts in Salesforce. CK has Office 365, as well as a policy that prevents users from installing anything directly on their computers.

Which solution should a consultant recommend meeting this requirement?

- A. Salesforce for Outlook
- B. Salesforce Console for Sales
- C. Einstein Activity Capture
- D. Lightning Console for Sales

Correct Answer: C

QUESTION 3

Cloud Kicks uses PDF documents to help the sales team about new products. Which feature should a consultant recommend to store these documents?

- A. Document lists
- B. Charter files
- C. Files sync
- D. Attachments

Correct Answer: C

QUESTION 4



A sales manager for one of Cloud Kicks\' sales territories is unable to see a forecast for the current quarter. What will resolve this problem?

- A. Suggest the opportunity owner share the opportunity with the sales manager.
- B. Select the correct forecast from the user record.
- C. Add the sales manager to the forecasting public group.
- D. Set the forecast manager for this territory.

Correct Answer: D

QUESTION 5

Universal Containers uses Salesforce for Outlook to synchronize contacts between Microsoft Outlook and Salesforce. The executive team wants to ensure that user\'s personal contacts in Microsoft Outlook are not synced with Salesforce. Which solution should a consultant recommend to meet this business requirement? Choose 2 answers

- A. Train users to assign personal contacts in Microsoft Outlook to the Don\'t Sync with Salesforce category.
- B. Train users to manually remove personal contacts from Salesforce after syncing with Microsoft Outlook.
- C. Train users to mark personal contacts as private in Microsoft Outlook and choose not to sync private contacts in Salesforce.
- D. Train users to sync personal contacts in Salesforce using one-way synchronization from Salesforce to Microsoft Outlook.

Correct Answer: AC

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