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### QUESTION 1

Universal containers wants to implement Omni channel within service cloud for its representatives.

What is the first step required to configure Omni channel?

- A. Contact salesforce to have Omni channel enabled.
- B. Enable Omni channel in setup.
- C. Assign users to the Omni channel feature license.
- D. Assign users to Omni channel permissions.

Correct Answer: B

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### QUESTION 2

A company has implemented Salesforce Service Cloud. The company needs Key Performance Indicators (KPIs) to ensure that its customer support service center is profitable. Which three metrics can be used to help executive management understand service center costs? Choose 3 answers

- A. All open Cases by Priority
- B. All open cases by Channel
- C. All Cases closed Month-to-date
- D. Case resolution time
- E. All Cases by Customer

Correct Answer: ABD

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### QUESTION 3

Which native Service Cloud solution is used for case satisfaction surveys?

- A. Create a Web-to-case form with a custom case type of survey
- B. Enable the case survey option on the case object
- C. Enable the case survey auto-response rule
- D. Check the survey option in the case settings

Correct Answer: A

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### QUESTION 4



Universal containers wants to provide its 20 million customers with a portal where they can:

1.

Submit inquiries,

2.

Monitor the status of those inquiries,

3.

View their contact information.

To meet these requirements, which type of portal license would be most appropriate for the customers?

A. Customer Community

B. Partner Community

C. Employee Community

D. Sites

Correct Answer: A

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#### QUESTION 5

Which feature should a Consultant recommend to allow a Tier 2 Service Representative to take over case processing from Tier1 and know how far Tier1 had progressed in troubleshooting?

A. Service Console Macros

B. Lightning Guided Engagement

C. Path for Cases

D. Lightning Flow Component

Correct Answer: B

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