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QUESTION 1

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

QUESTION 2

A company would like to implement a solution that would hold service reps accountable to customer Service Level Agreements.

Which two steps should be completed to meet this request? Choose 2 answers

A. Enable Work Orders.

B. Create an Entitlement Process.

C. Set up Milestones.

D. Configure Service Contracts.

Correct Answer: BC

QUESTION 3

As part of a new Salesforce Knowledge implementation, Universal Containers would like to migrate articles from their current database.

Which factor should a Consultant consider as part of the migration strategy?

A. Convert any articles containing HTML into plain text before importing because HTML is NOT supported in any article field types.

B. Verify that each article type has field level security on all fields set to read-only prior to import, in order to prevent any loss of data.

C. Ensure that each existing article type has a corresponding Salesforce Knowledge article type that matches its structure and content.

D. Prepare a single .csv file that can be used to migrate all articles types at once and include with a properties file in a
.zip for import.

Correct Answer: C

QUESTION 4

A Contact Center Manager is implementing a new customer care program and wants to specifically measure customer
loyalty.

Which three measures satisfy this requirement? Choose 3 answers

A. customer satisfaction Survey

B. Customer Purchase History

C. Customer Support Requests

D. Net promoter Score

E. Service Level Agreement

Correct Answer: ABD

QUESTION 5

Universal Containers has implemented Service Cloud in its call center and wants to integrate it with its existing
telephony system. All members of staff use a standard build for desktop computers and the IT department has indicated
that they are unable to produce a custom desktop build for the call center staff. Which solution should a consultant
recommend?

A. Implement an adapter using the Telephony API.

B. Move to a cloud -based telephony system.

C. Implement an adapter built on Open CTI.

D. Build an adapter using the telephony vendor\\'s toolkit.

Correct Answer: C

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