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QUESTION 1

Universal containers wants to unify channels and manage agent workload with omni- channel routing.what required step should a consultant address before configuring omni channel.

What required step should a consultant address before configuring omni channel?

A. Create SF cases to have omni channel enabled

B. create the necessary objects in SF

C. customize service channel settings to define how the org receives work various sources

D. From setup select omni channel and select enable omni channel

Correct Answer: D

QUESTION 2

Which three processes are uses case for Visual Workflow? Choose 3 answers

A. Cross-sell promotions for agents

B. Decision-based troubleshooting for agents

C. Assignment of email to a case queue based on subject

D. Caller verification and creation of a new case

E. Field validation during case creation

Correct Answer: ABD

QUESTION 3

Customers can contact Universal Appliances to report problems with their appliances within 30 days of delivery. Support agents need quick-view-only access to an external database the stores over 100,000 known product bugs logged by the product engineers. Which solution should a consultant design to meet this requirement? (Choose 2)

A. Display product bug data in Salesforce via a Visualforce page (or use Lightning Connect)

B. Use Web Services API to integrate the external database with Salesforce

C. Create a custom product bug object and import data into Salesforce

D. Use Bulk API to load the product bug data into Salesforce

Correct Answer: AB

QUESTION 4

How should a consultant provide suggested article functionality to lightning service console users?

A. Add the suggested article widget to the case page layout.

B. Add the knowledge component to the service console.

C. Create email templates with knowledge articles attached.

D. Add the knowledge tab to the console app.

Correct Answer: B

QUESTION 5

The VP of Services at Universal Containers wants to reduce call center staffing. One of the initiatives is to deflect customer\\'s interaction with a support agent while still providing relevant answers to the customer. How can a consultant automate the use of suggested articles to accomplish this goal?

A. An email to case inquiry

B. On-demand email to case

C. While holding for a support agent

D. Web-to-case question

Correct Answer: A

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