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QUESTION 1

Universal Containers wants customers to have the ability to log cases with structured data and route based on Urgency and Product Line.

How should a Consultant accomplish this?

- A. Standard Email-to-Case with assignment rules
- B. Lightning Email with web routing prioritization
- C. Omni-Channel with prioritized queues
- D. Standard Web-to-Case with assignment rules

Correct Answer: A

QUESTION 2

Universal Containers will be launching a telesales contact center. What should be considered in the design? Choose 2 answers.

- A. Integration with Field service teams and apps
- B. Strategies to maximize call deflection
- C. Performance for high volume of interactions
- D. Integration with Lead Generation team and apps

Correct Answer: CD

QUESTION 3

A company frequently has issues with customers that need complex, hands-on technical support with high-priority issues in difficult-to-visit locales.

What should be recommended for reliable, real-time support to customers with these restrictions?

- A. Customer Community
- B. Field Service Lightning
- C. SOS Video Chat
- D. Salesforce Knowledge

Correct Answer: C

**QUESTION 4**

The Contact Center at Universal Containers wants to increase its profit margins by promoting call deflection within Service Cloud.

Which two solutions should a Consultant recommend? Choose 2 answers

- A. Knowledge Base
- B. Customer Community
- C. Automatic Call Distribution
- D. Service Cloud Console

Correct Answer: AB

QUESTION 5

A support agent has a detailed question about product functionality. The agent needs to access a real-time response from internal subject matter experts. Which feature will help the support agent send this question to the right group of people?

- A. Mass Email
- B. Chatter Groups
- C. Public Groups
- D. Escalation Rules

Correct Answer: B

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