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QUESTION 1

Which technology will allow a client to enable ideas on a public website? There are two correct answers.

A. Force.com Sites

B. Customer portalPartner portal

C. Self-service portal

D. Partner portal

E. Force.com Web Services API

Correct Answer: AE

QUESTION 2

Support process: escalation queue if not responded in 2 hours within business hours until marked Urgent which requires 24/7 resolution.

A. Workflow rule

B. Validation rules on case process field

C. Escalation rule to ignore business hours based on case criteria

Correct Answer: C

QUESTION 3

The cost of service for Universal Containers\\' contact centers has steadily increased. What solution should a consultant recommend to help reduce the cost of service in the contact centers? Choose 2 answers.

A. Enable Chatter for agent collaboration.

B. Create auto response templates for emails.

C. Enable Knowledge in a Service Cloud portal.

D. Enable Ideas in a Service Cloud portal.

Correct Answer: BC

QUESTION 4

Which feature should a Consultant configure to allow global Service Reps to call customers from within the Lightning Service Console?

A. Open CTI

B. Macros

C. Local Presence

D. Lightning Dialer

Correct Answer: D

QUESTION 5

Universal Containers is implementing a CTI solution for its inbound service and support contact center. Currently, the company handles only existing customers with support issues. The contact center manager has been tasked with improving sales for the premier support offering. What key metrics can be expected to improve following the CTI implementation? (Choose 2)

A. Average days to close

B. Average handle time

C. First call resolution

D. Abandon rate

Correct Answer: CD

QUESTION 6

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 7

The support manager at universal containers has noticed an increase in average case age, which is negatively impacting customer satisfaction. To research the situation, the support manager wants to know the amount of time that cases have spent within each status during their lifecycle. Which reporting solution should a consultant recommend?

A. Create a report using the Case Lifecyle report type

B. Create a report using the Case age report type

C. Create a report using the Case snapshot report type

D. Create a report using the Case historical trending report type

Correct Answer: A

QUESTION 8

Which contact center type is most likely to implement Information Technology Infrastructure Library (ITIL) to align with industry best practices?

A. Information Technology (IT) help desk

B. Telesales center

C. Human Resources (HR) help desk

D. Telemarketing center

Correct Answer: A

QUESTION 9

Support agents need to verify that customers are eligible to receive customer support before they can update the Which two objects are used to verify that a customer is entitled to receive support? Choose 2 answers

A. Contacts

B. Products

C. Service contracts

D. Case history

Correct Answer: AC

QUESTION 10

Universal Containers wants to provide its customers with more support options.

Which three should a Consultant recommend?

Choose 3 answers

A. Create a Customer Community

B. Utilize KCS to manage Knowledge

C. Add Live Agent to public-facing sites

D. Configure Chatter for public access

E. Implement SOS for mobile experience

Correct Answer: BCE

QUESTION 11

Which of the following measures customer portal adoption/effectiveness among CUSTOMERS (Choose 2)?

A. # of articles per agent

B. Most popular articles

C. # of cases via email

D. Total cases created

Correct Answer: BD

QUESTION 12

Universal Containers wants to deploy the Service Cloud to its contact centers located across North

America, Europe, and Asia.

The company wants standardized contact center processes and reporting implemented in its centers

worldwide.

Which approach should a consultant recommend in this scenario?

A. Assign a global team of experienced agents and leaders to create a common design template and report structure.

B. Assign teams in each major contact center to design a solution unique to its needs and have an analyst build a combined report.

C. Recommend utilizing out-of-the-box functionality to reduce cost and ensure one worldwide process and reporting.

D. Recommend that the VP of Worldwide Support design a global template to provide a clear vision and tandardization.

Correct Answer: A

QUESTION 13

Universal Containers (UC) is currently live with Sales Cloud and in the process of implementing Service Cloud. UC wants to create a sandbox to test its Service Cloud implementation with real Sales Cloud data. Which three Sandbox types can be used to accomplish this?

A. Partial Copy Sandbox

B. Administrator Sandbox

C. Developer Pro Sandbox

D. Full Sandbox

Correct Answer: ACD

QUESTION 14

Universal Containers runs a support operation with multiple call centers. The Support Manager wants to measure first-call resolution by call center location, agent, and calendar month. Which reporting solution should the Consultant recommend?

A. Create a list view report that includes fields for call center location, agent, calendar month, and first-call resolution.

B. Create a reporting snapshot that includes fields for call center location, agent, calendar month, and first-call resolution.

C. Create a joined report that includes fields for call center location, agent, calendar month, and first- call resolution.

D. Create a matrix report that includes fields for call center location, agent, calendar month, and first- call resolution.

Correct Answer: D

QUESTION 15

Universal Containers plans to migrate data into SFDC from a legacy system. Which step should be taken before performing the migration of the data (Choose 2)?

A. Normalize database

B. Perform data cleaning

C. Enable data validation rules

D. Develop data map

Correct Answer: BD

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