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### QUESTION 1

Agents at Universal Containers are required to update the case status to Waiting for Customer after they send an email to the case contact. Support Managers are noticing that many Agents are forgetting to perform this step. What should a consultant recommend to address this problem?

- A. Configure Process Builder / Configure flow Builder
- B. Activate a Validation Rule
- C. Define Case Escalation Rules
- D. Create a Case Macro

Correct Answer: A

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### QUESTION 2

Universal Containers (UC) hired in an expansion of the contact center. Getting agents up to speed and fully productive is a priority UC implemented a standardize agent-customer dialog to assist agents.

Which two features should a consultant integrate into the Service Console? Choose 2 answers

- A. Lightning Process Builder
- B. Interaction Log
- C. Lightning Row for Service
- D. Path for Cases

Correct Answer: BC

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### QUESTION 3

The Universal Containers sales team has been so successful in signing new customers that the support team is unable to provide same-day customer assistance.

What should a consultant recommend to address this problem?

- A. Limit Customers to 5 Cases per day.
- B. Provide a self-help Customer Community.
- C. Add more support phone lines.
- D. Ask sales reps to respond to support Cases.

Correct Answer: B

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#### QUESTION 4

What are two basic concepts of Knowledge-Centered Support (KCS)? Choose 2 answers

- A. Evolving content-based product lifecycles
- B. Creating content as a result of solving issues
- C. Rewarding learning, collaboration, sharing and improving.
- D. Developing a knowledge base on the experience of an individual

Correct Answer: BC

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#### QUESTION 5

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

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#### QUESTION 6

Case escalation rules triggered on the last modification will be reset each time a user does which of the following actions?

- A. Reads the case
- B. Adds a related comment to the case
- C. Adds an activity or sends an email from the case record
- D. Edits the case
- E. All of the above

Correct Answer: D

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#### QUESTION 7



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

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### QUESTION 8

Universal Containers wants to automate case management for the web support team. When new cases come in from the website they should be routed to the support team to work in the order that they are submitted.

Which approach should a Consultant implement?

- A. Lightning Component
- B. Contact Request flow
- C. Direct Messaging
- D. Case queues

Correct Answer: B

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### QUESTION 9

What is a benefit of a quality monitoring system? Choose 2 answers

- A. Lower the average speed of answer (ASA)
- B. Teach new agents how to handle difficult situations
- C. Enforce a consistent standard of service for customer interaction
- D. Capture inappropriate word usage and generate reports

Correct Answer: CD

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### QUESTION 10

Which two solutions can be used to enable agents to manage multiple cases at the same time when designing a



Contact Center? Choose 2 answers

- A. Interactive Voice Response
- B. Computer Telephone Integration
- C. Social Customer Service
- D. Live Agent

Correct Answer: CD

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#### QUESTION 11

A manager would like information on the knowledge base searches conducted by customers and call center agents. Which two metrics are useful for identifying knowledge article effectiveness?

Choose 2 answers

- A. Knowledge search query with no results.
- B. Knowledge articles with the lowest rating.
- C. Number of knowledge articles in each data category.
- D. Knowledge articles created by call center agents.

Correct Answer: AB

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#### QUESTION 12

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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#### QUESTION 13

Universal containers is planning to provide different levels of support to customers in order to ensure its agents are working within the confines of the service level agreement.

Which feature should the consultant consider?



- A. Entitlements
- B. Omni-channel
- C. Case milestones
- D. Case escalation

Correct Answer: A

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#### QUESTION 14

Universal Containers wants to ensure the contracted service level requirements for its clients are being met. What should be configured to meet this requirement?

- A. Entitlement processes, milestones, milestone actions, and entitlements
- B. Entitlement processes, contracts, contract line Items, and entitlements
- C. Entitlement processes, contract line items, milestones, and entitlements
- D. Entitlement processes, contracts, milestones, and milestone actions

Correct Answer: A

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#### QUESTION 15

Which Lightning Service Console feature should be used to enable Service Reps to send emails with attachments to customers based on the Case details?

- A. Process Builder
- B. Lightning Knowledge
- C. Macros
- D. Visual Workflow

Correct Answer: A

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