1. Universal Containers is initiating a program to improve customer satisfaction. As part of the program, customers must be surveyed after the case is closed to ensure the customer is satisfied and the issue has been resolved.  
    **A. Use workflow rules to send an email to the customer.**  
   B. Use auto-response rules to send an email to the customer.  
   C. Use assignment rules to assign the case to a case queue.  
   D. Use escalation rules to assign the case to a case queue.

### Universal Containers is setting up a field service dispatch contact center. Which functionality should be considered when designing the contact center? (Choose 2) A. Chatter groups for customer B. Mobile access to case information C. Visibility into service entitlements D. Predictive dialer for outbound calls

### Support engineer need to see a complete chronological list of field edit to a case, associated emails, case comments, and field edit to related objects in a single view while working on a case. How should the requirement be met? A. Create a custom report B. Create a custom related list on the case C. Create a custom view on the Case tab D. Create a custom Visualforce page

### Universal Containers is launching a full line of new products and Service Cloud should support the following requirements: - Agents need to collaborate with other teams - The product development team needs to be alerted on high-priority cases for specific products Which solution will meet these requirements A. Use escalation rules for notifications and case teams to monitor cases B. Use workflow rules for notifications and case teams to monitor cases C. Use escalation rules for notifications and account teams to monitor cases D. Use workflow rules for notifications and account teams to monitor cases

### A contact center manager needs to restrict who can create a FAQ Article Type within Knowledge. What should a consultant recommend to accomplish this requirement? (Choose 2) A. Hide the Article Management tab for users who should have read-only access to articles. B. Set the organization-wide default to private and create sharing rules for the FAQ article type C. Enable the Manage Articles permission for the publisher profile and assign it to users D. Create a publisher profile that includes create access on the FAQ article type.

### Universal Containers is concerned with system performance in its contact center because the number of contact records has exceeded 40 million. What platform functionality might be affected by the number of contact records? A. Contact related list load time B. Contact view page load time C. Contact report run time D. Contact list view edit time

### Universal Containers has discovered that the average time an agent takes to resolve a case has increased. What should a consultant recommend to help reverse this trend? (Choose 2) A. Track social sentiment across social media outlets B. Hire more agents for the contact centers C. Configure entitlements and milestones to enforce SLAs. D. Improve the training provided to existing agents

### What is the primary function of a private branch exchange (PBX)? A. To receive multiple calls at one time B. To use speech recognition to direct calls C. To report the caller's background information D. To mate calls to different agents

### Universal Containers requires that users have the ability to view specific cases, as determined by the product type field on the case. An email should be sent to the users when a case to which they have access is created or closed. What should a consultant recommend to meet these requirements? (Choose 2) A. Escalation rules B. Case teams C. Workflow rules D. Auto-response rules

### Universal Containers has completed development and testing of its Service Cloud implementation and plans to migrate functionality from the sandbox environment to the production environment. Which tools should be used for migration functionality? A. Data loader, change sets, and Force.com Excel Connector B. Visual Workflow, data loader, and Force.comIDE C. Force.com migration tool, Force.com IDE, and change sets D. Mass transfer records, change sets, and Force.co migration tool

### Universal Containers wants to shorted the average call time in its contact centers by prompting the customers to enter customer number and identify their order and product information when they call for support. After providing this information, the customer should then have the option to speak a support agent if they still need help. Which system will help Universal Containers meet this requirement?

### A. Computer Telephony Integration B. Interactive Voice Response C. Automatic Call Distribution D. Order Management System

### What metrics should a contact center manager consider to measure adoption of Salesforce Knowledge? (Choose 2) A. Number of cases escalated by agent B. Number of articles created by agent C. Number of articles attached to a case D. Number of solutions created by agent

### What are some uses of www.trust.salesforce.com in business continuity planning? (Choose 3)

### A. To provide online security threat information B. To provide live and historical data on system performance C. To provide information planning planned maintenance D. To provide live support for system and data backup E. To provide best practices for continuity plans

### A consultant needs to import 2,000 source articles for a Salesforce Knowledge implementation. The source articles are in HTML and contain several images. All of the articles are FAQs. Before importing the articles into Knowledge, which step should a consultant perform? (Choose 3)x A. Create the data categories and set up the data category values. B. Set up a zip file that contains the CSV, HTML, and image files. C. Create the custom fields for the slide type D. Set up the article actions and assign publishers to each action E. Set the publication status of the article tame to draft status

### A customer is planning a Service Cloud implementation. The customer's current database has the following number of records: - 10 million cases - 1 million accounts - 3 million contacts When planning to migrate this data into Salesforce, what implications should be considered? (Choose 2) A. The Salesforce org may be slow during the data import B. Related lists on the case object may be slow to populate C. Salesforce reporting speed may be affected D. Result may be slow when searching for records

### Universal Containers, a new Salesforce customer, needs its millions of consumers to have public access to Knowledge on its corporate website. The consumers also need the ability to login to create, update, and read historical cases. Which product and license type would meet all of these requirements? A. Force.com Sites with Knowledge and Email-to-Case B. Visualforce and Self-Service Portal C. Force.com Sites with Knowledge and Web-to-Case D. Force.com Sites and High-Volume Customer Portal

### Which statements are true regarding a prebuilt Salesforce computer telephony integration (CTI) adapter for different telephony systems? (Choose 2) A. It is a server based software program that controls the behavior of a Salesforce SoftPhone B. It is an intermediary between a telephony system and a Salesforce CRM call center user C. It utilizes the SoftPhone capability from within the Salesforce application D. It allows voicemails to be captured and stored as attachments on cases

### Universal Containers wants to implement Knowledge to assist agents with the resolution of cases. What should a consultant recommend to meet this requirement? (Choose 3) A. Create an email template to send articles as PDF attachments B. Enable suggested articles on new cases C. Enable article submission during case close D. Enable article customization for open cases E. Enable agents to create their own personal articles

### Which step should a consultant take to import articles into Salesforce Knowledge? (Choose 2) A. Map articles with HTML sections to rich text area fields B. Use change sets to import data categories C. Create a separate .csv for each article type D. Use the data loader to import unstructured articles

### A team of publishers has created and published articles in Salesforce Knowledge. The manager of the help desk wants to verify that the articles are useful to agents. Which reports can the help desk manager use to determine the quality of the articles? (Choose 2) A. Report on the articles attached in cases. B. Report on articles followed in Chatter. C. Report on agent ratings on articles D. Report on agent feedback on articles

### Universal Containers has millions of customers in Salesforce, but only a very small percentage have opened support cases in the past. Recently, Universal Containers has implemented a Service Cloud portal and plans to allow customers to be authenticated users to increase self-service rates. Which method should be used to enable the customers on the portal? (Choose 2) A. Have agents manually create users when portal access is requested by customers. B. Identify active customers and send them registration instructions via email. C. Create active customers as portal users and send them email notifications D. Have agents provide customers with portal registration instructions when working a case

### A new customer to Salesforce is considering implementing a customer portal. The customer has millions of users and plans to evaluate a high-volume customer portal. What is a key consideration when configuring a customer portal? A. Users cannot own records B. Users can download and view content C. Users are not associated with a rule in the hierarchy D. Users can be part of a case team

### What are benefits of deploying Knowledge in a high volume Service Cloud portal? (Choose 2) A. Replaces the need for an email channel B. Eliminates tracking of customer entitlements C. Uncovers gaps in the knowledge base D. Reduces incoming call volume

### A contact center manager is looking for ways to overall cost per case. What Salesforce metrics should the contact center manager evaluate? (Choose 2) A. Average number of activities per case B. Average number of articles attached to a case C. Total number of cases by origin D. Average customer satisfaction score by case

### Universal Health supports medical kits that have been distributed to thousands of hospitals. Hospitals can request future credit by providing kit usage information by patient. The regional processing teams review these requests and award coupons for approved cases. What should a consultant recommend to manage this process using Service Cloud? A. Enable the self-service portal to generate logins for the hospital staff by region. B. Use Web-to-Lead to capture the credit requests and assign them to regional teams using workflow rules. C. Design a custom object to track credit requests and route them regionally using assignment rules D. Use cases to track the credit requests and route than to regional teams using assignment rules

### Universal Containers has a three-tiered contact center. Cases are routed to Tier 1 or Tier 2 based on severity, priority, complexity, or SLAs. Cases are assigned to Tier 3 only if they are escalated by Tier 1 and Tier 2. How can Universal Containers measure case escalation? A. Create an approval process to ensure only the appropriate cases get escalated. B. Create a case report to show all cases across tiers filtered by an escalation flag. C. Create a custom trigger to generate history when cases get escalated between tiers. D. Create a case report to show the number of cases for each tier and sort them by case owner.

### The Universal Containers support center management team would like to leverage Salesforce functionality to improve collaboration on cases. What should a consultant recommend to meet this requirement? (Choose 2) A. Create escalation rules to re-assign cases after SLAs have expired. B. Enable the Service Cloud Console and Knowledge sidebar for agents. C. Create case teams and introduce swarming to resolve cases. D. Enable and use Chatter feed tracking on the case object.

### Universal Containers needs to set up a customer portal to provide customers with a self-service option for support. Which capability can Universal Containers provide its customers via the customer portal? (Choose 3) A. Allows customers to submit ideas and answers B. Allows customers to customize their user interface C. Allows customers to search documents in Contact D. Allows customers to follow Chatter feeds E. Allows customers to search a knowledge base

### A contact center agent wants to leverage subject matter experts (SMEs) on Chatter to resolve a complex issue for a customer. What is the recommended solution to increase the involvement of SMEs and track the case to completion in Chatter? A. Follow the SMEs to receive automatic updates when they add case comments B. Bookmark all the comments related to the issue from SMEs C. Use hashtag (#) to track the customer case and SMEs comments D. @mention the SMEs on the case Chatter feed and follow the case

### 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? (Choose 2) A. Enable Ideas in a customer portal B. Enable Chatter for agent collaboration C. Create auto-response templates for incoming emails D. Enable Live Agent to handle incoming service inquiries

### Case Feed capability : show agent more information in less space

Create, review & Update Cases  
Key Events in Chronological order  
Feature of Chatter that needs to be enabled  
Attach articles  
See all emails associated with Case

1. Universal Containers is experiencing system timeouts when running case reports.  
   What should a consultant recommend to improve the performance of the reports?  
   Choose 2 answers.  
   **A. Remove formula fields from filter criteria.  
   B. Remove unnecessary columns from the reports.**  
   C. Remove date boundaries from filter criteria.  
   D. Remove dashboards based on long-running reports.

33 Universal Containers is developing its strategy for social customer service. It would like to build a business case to fund an investment in social media and have a dedicated social media support team. The company's requirements include the ability:  
- Monitor Facebook fan page for new posts from customers  
- Link new posts to an existing customer record  
- Respond to posts from the existing Salesforce Console for Service  
What should Universal Containers do immediately to begin providing social customer service?  
A. Integrate Facebook to its existing Customer Community.  
B. Create a Force.com app for Facebook monitoring.  
C**. Install Salesforce for Facebook and Twitter.**D. Enable Salesforce social profile on contacts.

34 Support agents need to verify that customers are eligible to receive customer before they can update the case.  
What object is used to verify that a customer is entitled to receive support?  
Choose 2 answers  
**A. Case history**  
B. Products  
**C. Service contracts**  
D. Contacts

Universal Containers support team requires its customers to submit their support inquiries via free form email (Outlook etc). Additional requirements are listed below:  
- Support attachments up to 20 MB per inquiry  
- Over 10,000 inquiries per day  
Which solution should a consultant recommend to meet these requirements?  
A**. Email-to-Case**B. Customer Chatter groups   
C. On-Demand Email-to-Case   
D. Web-to-Case

35 Universal Containers support manager wants to share product?specific information with their customer Communities .What should a consultant recommend to meet this requirement? Choose 3 answers

**A. Assign Article types to the Community**

B. Enable Public Solutions

C. Enable Article deliveries

**D. Publish Articles to external channels**

**E. Configure Content Library permission**

36 Universal Containers has a service level agreement (SLA) with customers that requires an agent to take ownership of and respond to incoming cases within two hours of case creation.  
  
Which solution would help Universal Containers meet its SLA?  
  
A. Create a workflow rule to assign a task to all members of a queue if a case has not been accepted by an agent within one hour.  
B. Use case auto-response rules to send an email to support managers within one hour of case creation.  
**C. Assign cases to queues and use escalation rules to escalate cases that have not been accepted by an agent within one hour.**  
D. Create a workflow rule to send an email to support managers when a case is created and assigned to a queue.

37. How to check operational benefits by implementing KCS

38. How can I check agent effectiveness in a Contact Centre agent

1. Number of cases closed in a day
2. Number of cases opened in a day
3. Number to new leads added in a day
4. Number of cases ….

39. In universal containers 5% of the total cases are related to billing issues. They would want to enable a feature for agents to view billing information in service cloud Choose 2

Lightning Connect SOAP API / Web service

1. .Characteristics of Visual flow

Choose 3 –

Can update record

Elements can pass variable

Need to check – elements can pass variable to legacy systems or if apex code is required for that

41. Universal company has different support centre at US,Canda and Australia, they want a standard reporting standard for all of the cases. What will you suggest as a consultant.

Gather expert agents from across globe and develop team to design a process.

42. Call center manager wants to check agent effectiveness. What needs to be checked?

Number of escalated cases

Average time taken to close case

43. Check whatever applicable for a CTI adaptor

It mediates between CTI system and Salesforce softphone.

It leverages whatever a softphone can do in salesforce.

44. Characteristics of CTI –

Install 3rd party adapter

Assign the correct Salesforce users to the Call center

Customize softphone page layouts

45. Customer calls call center. Enters customer number digits, then order number digits, then call gets routed to the correct agent. How?

IVR

46. An organization has these much of data to be migrated.

10 lakhs of cases

3 lakhs of contacts

1 lakh account

what may be a problem after migration?

Searching of records would take time

47. Millions of contacts gets imported in Salesforce. What could have an issue now?

Contact reports would run a bit slow

1. A knowledgebase has to be migrated in Salesforce knowledge what should be considered before migration?

last modified date and Recent number of views

49. How to view most recently accessed records?

Not sure but this is an in-built feature in Service Cloud Console

50.Metrics of Workforce Management System

1. How to increase effectiveness of live chat agents?

Enable quick text

Enable chat preview so that agent can be prepared

Enable multiple chats per agent

**52. Basic concepts of KCS**

**Reward Learning, Contributing, etc**

**Develop knowledgebase by experience**

53. **A company wants to use Web-to-case. And does not want spams to be created –**

**Use CAPTCHA**

**Specify default case queue for web to case**

1. **How can agents improve their capacity?**

**Knowledge management**

1. Universal Containers wants to implement a new web presence to support its customers. It has provided the following

Ability for visitors to search knowledge articles without registration or logging in

Ability for over one million registered customers to securely submit cases and view the status of the cases

Ability to display white papers to registered customers

Ability for registered customers to save favorite knowledge articles for easy access later

What should the consultant recommend as a part of the solution?

Implement Customer Community with Portal

56. Correct flow in knowledge

Create -> approve -> publish -> consume -> feedback

57. An organization wants to implement salesforce service cloud to make it's agents uge knowledge ?

Choose 2

-- Enable Knowledge side bar in case layout

-- Enable Knowledge Side bar in Service Cloud Console

58. Univesal container has two call centre support specific to two different products line and because of varying call volume average call cost of organization is high As a consultant what will you suggest to lower it.

Choose 2

**-- self service portal**

**-- Cross train agents**

-- enable call transfer

59. For what purpose can Visual workflow used in Service Cloud

Choose any one

**-- To automate the process**

-- To assign case to queue

-- To escalate the case

60. When field service agent creates a case, Universal Containers wants to create a dispatch record for the case and also attach the queue to the case? How can this be achieved?

Choose 1

**-- Apex triggers**

-- Escalation rule

-- Auto response rule

-- Workflow rule

61. The organisation wants to migrate all open and closed Case data from their legacy system in Salesforce. Choose best methods to migrate:

-- Migrate data in Salesforce using data loader and cleanse through apex class and triggers

**-- Clean data in external system and then upload in Salesforce**

-- Migrate and cleanse data using import wizard

-- Migrate and cleanse data using data loader

62. Universal containers have implemented visual flow to display account details with region. After region is selected, it displayed the applicable products to support agent.

Which are the below elements used in the flow:

Choose 2

-- Create record

-- Update record

**-- Assignment**

**-- Screen**