**Note:** Hi this set came from the internet it is a selection from all over – **don't trust my answers** – use the questions as triggers to go research this area and validate the answers are correct.

**Good luck – we got most of these questions on our exam**

1. A report shows average time spent by agents to resolve cases. Nine of twelve agents spend approximately the same time to resolve cases. However, Agent A has a much shorter average time to resolve cases and Agents B and C have a much longer average time to resolve cases. How can the supervisor use this data to drive greater consistency in average time spent by agents across the team?

(Choose 3 answers)

* 1. **Document and share the practices of Agent A with the team via knowledge articles**
  2. Lower the target for entire team to that of Agent A
  3. **Review case history and activities for Agents B and C**
  4. **Build a dashboard to display individual performance by agent versus the team goal**
  5. Update case assignment rules to route more cases to Agent A

1. VP of Universal container wants to contact customers in all possible ways.

* Select – 1 > the page where all contact details are given for all channels.
* Select – 2 > Provide mobile version of service availability.

1. Universal container is getting lot of negative comments on its new product through social media.

* Select – 1> Radian 6 with some sort of filter for negative questions and channel it to queue.

**Note: Answer:**

Radian6 which can monitor conversations that mention your brand in real–time

1. What is the most important thing while setting up communities?

* **Note:** Select: Users cannot be part of the role hierarchy.

1. Remember Data category is always with roles.

* **Note:** I got 3 questions where I had to implement this content.

1. A consultant is working on a Service Cloud implementation with a fixed budget and timeline. The analysis phase of the project has just been completed. Additional requirements were discovered that will result in the project exceeding timeline and budget constraints.

What is the first step the consultant should take to address the issue?

1. Adjust the dates in the project plan to account for the additional requirements and communicate the new timeline.
2. Add development resources to the project team to build out the additional requirements.
3. Adjust the project scope to accommodate new requirements and continue with the original project schedule
4. **Document the requirements gap and communicate development options to the project team**
5. 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)

* 1. **Create the data categories and set up the data category values.**
  2. **Set up a zip file that contains the CSV, HTML, and image files.**
  3. **Create the custom fields and layouts for the FAQ article type**
  4. Set up the article actions and assign publishers to each action
  5. Set the publication status of the article tame to draft status

**Note:**

* + C. Create the custom fields for the FAQ article type (**rich text**)

1. 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?
   1. Follow the SMEs to receive automatic updates when they add case comments
   2. Bookmark all the comments related to the issue from SMEs
   3. Use hashtag (#) to track the customer case and SMEs comments
   4. **@mention the SMEs on the case Chatter feed and follow the case**

**Note:**  Hash tag (#) is used to group topics

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

**Note:** You can reduce the "cost per case" by eliminating clicks and the time spent to respond to each case.

1. A contact center manager needs to restrict who can create an FAQ Article Type within Knowledge. What should a consultant recommend to accomplish this requirement?

Choose 2 answers.

* 1. Set the organization-wide default to private and create sharing rules for the FAQ article type.
  2. **Enable the Manage Articles permission for the publisher profile and assign it to users.**
  3. Hide the Article Management tab for users who should have read only access to articles.
  4. **Create a publisher profile that includes create access on the FAQ article type.**

1. A Contact center manager needs to track individual agent productivity on a monthly basis. The manager needs to create a dashboard to drive competition among the team by allowing all agents to view the dashboard to see how they are performing in comparison in comparison their peers. Which dashboard setting would meet this requirement?
   1. Standard view
   2. Logged in user
   3. **Running user**
   4. My Team view
2. A contact center manager wants to measure the impact of a new customer care program. What can be used to measure an increase in customer satisfaction?

Choose 2 answers

* 1. Service-level agreement
  2. **First call resolution**
  3. Average handle time
  4. **Customer satisfaction survey**

**Note:**

* + Survey AHT = call handling
  + efficiency FCR = addressing the customer's need the first time they call

1. A customer calls the service desk at Universal Containers. The agent assigned to the call creates a case to capture the issue, but later realized the caller is not eligible for support.

What solution should a consultant recommend to prevent the scenario from happening in the future?

* 1. **Add the entitlements related list to contact records**
  2. Add the entitlement contacts related list to account records
  3. Add the assets related list to contact records
  4. Add the service contract related list to contact records

1. A customer has recently implemented an on-premise telephony system that is common in the industry. This customer purchased Salesforce licenses and is planning to integrate these two systems. What option should a consultant recommend?
   1. Implement an on-demand telephony solution provided by a vendor.
   2. **Use a computer telephony integration (CTI) adapter that supports its telephony system.**
   3. Create an API integration between Salesforce and the telephony system.
   4. Build a custom computer telephony integration (CTI) adapter using the Toolkit.
2. 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)

1. the Salesforce org may be slow during the data import
2. Related lists on the case object may be slow to populate
3. **Salesforce reporting speed may be affected**
4. **Result may be slow when searching for records**
5. A customer utilizes a high–volume Service Cloud portal for its Web customer support and is interested in deploying a chat solution. What should be the first step in configuration and customization?
   1. Create user profiles or permission sets
   2. Enable Chatter Messenger for the organization
   3. **Enable Live Agent for the organization**
   4. Create an iframe to display the chat window
6. 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/Community. What is a key consideration when configuring a customer portal?
   1. Users cannot own records
   2. Users can download and view content
   3. **Users are not associated with a role in the hierarchy**
   4. Users can be part of a case team

**Note:**

Unlike other community users, high–volume community users don’t have roles, which eliminate performance issues associated with role hierarchy calculations. High–volume community users include the Customer Community, High Volume Customer Portal, and Authenticated Website license types.

1. 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)
   1. **Report on the articles attached in cases.**
   2. Report on articles followed in Chatter.
   3. **Report on agent ratings on articles**
   4. Report on agent feedback on articles
2. All of the following objects may have a queue EXCEPT:
   1. **Accounts**
   2. Cases
   3. Leads
   4. Custom Objects

**Note:**

Accounts (also can have knowledge & service contract Queues)

1. An outsourced contact center is losing part–time agents to a nearby contact center that promotes flexible scheduling. Which method can be used to improve agent retention?

Choose 2 answers:

* 1. Mix telephony interactions with email and chat
  2. **Extend benefits to part–time agents**
  3. Provide additional training on tools and process
  4. **Allow shift trading between agents**

1. At Universal Containers, a support agent dedicated to one customer regularly handles complex integration related cases. In these cases, the agent collaborates with Universal Containers product development team and the client’s system integration.

What would the consultant recommend to expedite the handling of these cases?

* 1. Build a repository of Knowledge articles related to integration and share it with the customer.
  2. Enable Chatter case feed and add product development team members to the case team.
  3. Create a related child case and assign the child case to the product development team.
  4. **Create a private Chatter group with customers and invite key individuals to join the group.**

1. Auto Response rules work on which objects?
   1. **Leads and Cases**
   2. Leads and accounts
   3. Accounts and Opportunity
   4. Accounts and Cases

**Note:**

**Auto–response rule is a set of conditions for sending automatic email responses to lead or case submissions based on the record’s attributes.**

1. Case Assignment Rules are based on elapsed time
   1. True
   2. **False**

**Note:**

Based on Criteria – escalation rules are based on time. Case Assignment Rules Determine how cases are assigned to users or put into queues as they are created manually, using Web–to–Case, Email–to–Case, On–Demand Email–to–Case, the Self–Service portal, the Customer Portal, Outlook, or Lotus Notes.

1. Case escalation rules triggered on the last modification will be reset each time a user does which of the following actions?
   1. Reads the case
   2. Adds a related comment to the case
   3. Adds an activity or sends an email from the case record
   4. **Edits the case**
   5. All of the above
2. Customer Portal/Community Users can Run Reports if: Choose one answer:
   1. They have the Admin Privileges
   2. Their Profile includes the Run Reports Permission
   3. Have access to the Public Report Folder
   4. **All of the above**

**Note:**

Users with Partner, Customer plus Community or partner portal licenses can view dashboards and reports for objects and records that have a private sharing model AND to which the user has access, regardless of the current community. Partner Community users can’t refresh dashboards. Users with Customer Portal or Customer Community licenses don’t have access to dashboards and reports.

1. Customer Portal/Community Users can View, Create and Search Notes and Attachments on Custom Objects
   1. **True**
   2. False
2. Customer Portal/Community Users have access to Dashboards
   1. True
   2. **False**

**Notes:**

Users with Partner, Customer plus Community or partner portal licenses can view dashboards and reports for objects and records that have a private sharing model AND to which the user has access, regardless of the current community. Partner Community users can’t refresh dashboards. Users with Customer Portal or Customer Community licenses don’t have access to dashboards and reports

1. 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)

* 1. **Display product bug data in Salesforce via a Visualforce page**
  2. **Use Web Services API to integrate the external database with Salesforce**
  3. Create a custom product bug object and import data into Salesforce
  4. Use Bulk API to load the product bug data into Salesforce

1. Ensure the contracted service level requirements for its clients are being met. What should be configured?
   1. **Entitlement processes, contract line items, milestones, entitlements**
   2. Entitlement processes, contract line items and Entitlements
   3. Entitlement processes, contract line items, milestones, milestone actions
   4. Entitlement processes milestones milestone actions and entitlements
2. For which purpose should a contact center use Visual Flow?
   1. To assign follow–up tasks to an agent one week after a case is closed.
   2. To automatically assign cases to a specific queue based on the customer support level
   3. To escalate to the support manager if it has been open for more than 72 hours
   4. **To automate business processes for agents who troubleshoot customer support issues via phone**

1. From any Case List Page the Administrator can Mass Update Multiple Cases at once:
   1. **True**
   2. False
2. From any queue list view, users can take ownership of one or more cases if: Choose 3 answers:
   1. **They are members of that Queue**
   2. They have a Contact Manager Profile
   3. **If the OWD for sharing cases is Public Read/Write/Transfer**
   4. **They are higher in the Role Hierarchy than a Queue Member**
   5. All of the above
3. If you delete a case, which two also get deleted?
   1. Account
   2. Solution
   3. **Event**
   4. **Attachments**

**Note:**

When you delete a case, all related events and tasks, case comments, and attachments are also deleted. Associated contacts, accounts, and solutions are not deleted with the case

1. In the telesales contact center, Universal Containers has three–step and five–step order process, contingent on the type of product sold. Which approach should be used to optimize the order process?

Choose 2 answers

* 1. Use Visualforce to create a wizard for each process
  2. **Organize the fields on the page layout to match each process**
  3. **Use Visual Workflow to streamline the process**
  4. Create a custom object for each step in the process

1. Keep in mind that each time a user self-registers; they consume one of your Communities licenses. When setting up your self-registration page, be sure to add some criteria to ensure the right people are signing up. Additionally, to prevent unauthorized form submissions, we recommend using a security mechanism, such as CAPTCHA or a hidden field, on your self-registration page.

**Notes:**

Misc. community notes

1. Portal Users can Customize Report Results.
   1. True
   2. **False**

1. 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

* 1. Case history
  2. Products
  3. **Service contracts**
  4. **Contacts**

C. Service contracts

D. Contacts

1. Support engineers 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?
   1. Create a custom report
   2. **Create a custom related list on the case**
   3. Create a custom view on the Case tab
   4. Create a custom Visualforce page
2. 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.

1. 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)

* 1. Enable Ideas in a customer portal
  2. **Enable Chatter for agent collaboration**
  3. Create auto–response templates for incoming emails
  4. **Enable Live Agent to handle incoming service inquiries**

1. The manager of large credit card contact center needs to understand how many customer calls daily to check their balance without speaking with an agent. Which system would be used to generate the report?
   1. **Interactive Voice Response**
   2. Automatic Call Distributor
   3. Private Branch Exchange
   4. o Time and Attendance
2. The project manager on a Service Cloud implementation is responsible for coordinating user acceptance testing (UAT) for a customer. Which tasks should be completed prior to UAT?

(Choose 2)

* 1. Verification of the production migration checklist
  2. **Approval of test scripts from the business lead**
  3. **Verification that sample data has been loaded**
  4. Fund customer approval on training materials

1. The Universal Containers contact center offers support via email, the Internet, and a Community. The contact center manager wants to demonstrate the success of recent self-Service initiatives to executive management.

What report should the contact center manager present to executive management?

Choose 2 answers

1. Average call handle time by team
2. **Number of cases created using portal**
3. **Number of cases closed by a self-service user**
4. The Universal Containers contact center offers support via email, the Internet, and a customer portal. The contact center manager wants to demonstrate the success of recent self–service initiatives to executive management?

Which report should the contact center manager present to executive management?

(Choose 2)

1. **Number of cases created using portal**
2. Number of IVR inquiries without agent involvement
3. **Number of cases closed by a self–service user**
4. Average call handles time by team

**Notes:**

Can't report on IVR metrics natively in service cloud

1. The Universal Containers customer support organization has implemented Knowledge Centered Support (KCS) in the call center. However, the call center management thinks that agents are not contributing new knowledge articles as often as they should.

What should the company do to address this situation?

Choose 2 answers

1. Require agents to check a box on the case when submitting a new suggested article
2. Measure and reward agents based on the number of new articles approved for publication
3. **Create a dashboard that includes articles submitted by agents and approved for publication**
4. **Measure and reward agents based on the number of new articles submitted for approval**
5. 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)
   1. Create escalation rules to re–assign cases after SLAs have expired.
   2. Enable the Service Cloud Console and Knowledge sidebar for agents.
   3. **Create case teams and introduce swarming to resolve cases.**
   4. **Enable and use chatter feed tracking on the case object.**
6. To manage the publishing lifecycle for articles in Salesforce Knowledge, the contact center director wants to provide article with various publishing capabilities. What configuration should be recommended to meet this objective?
   1. **Assign article managers to public groups and specific article actions to each group.**
   2. Assign article managers to publication teams and specific article actions to each team.
   3. Assign article managers to public groups and specific publication states to each group.
   4. Assign article managers to publication teams and specific publication states to each team.
7. Universal Containers is designing a contact center that will store 20 million cases. Of those, 5 million will need to be accessed for reporting and search. Which approach will ensure best system performance?

Choose 3 answers:

* 1. **Custom indexes**
  2. **Tiered data strategy**
  3. Record types
  4. **Divisions**
  5. Custom search

1. Universal Banking has customer support operations in both Canada and the United States. Compliance regulations are listed below.

* Agent users in Canada can only view articles pertaining to Canadian products
* Agent users in the US can only view articles pertaining to US–based products.

How should article visibility be configured to enforce the compliance rules?

1. **Create geography–based roles to restrict access using data categories**
2. Create geography–based profiles to restrict access by mapping article types
3. Create geography–based profiles to restrict access using data categories
4. Create geography–based roles to restrict access by mapping article types
5. Universal Banking needs to provide a public knowledge base on its website. The company has three product groups (Personal Banking, Mortgage, and CDs) and needs to display information and address common questions about each product area.

How should Knowledge be configured?

* 1. Create two article types to display information (Question/Answer, Product Info)
  2. Create three article types for each product area (Personal Banking, Mortgage, CD)
  3. **Create three data categories for each product area (Personal Banking, Mortgage, CD)**
  4. Create two data categories to display information (Question/Answer, Product Info)

1. Universal Containers analyzes key performance indicators (KPIs) and discovers that customer satisfaction is decreasing. The company attributes the decrease in customer satisfaction to allow first–call resolution rate. What can be done to improve the first–call resolution rate?

Choose 2 answers

1. Reduce the cost per call
2. **Align agent performance goals with KPIs**
3. **Train support agents**
4. Hire additional support agents
5. Universal Containers assigns its contact center agents to certain interaction channels and would like to optimize the agents' desktop based on their assigned interaction channels.
   1. Create multiple agent console applications and configure the Layout based on the user's requirements.
   2. **Create multiple Salesforce Console for Service applications and configure them based on me user's requirements.**
   3. Create case page layouts for each interaction channel and assign them to different agent profiles.
   4. Create a Salesforce Console for Service layout and allow the agents to drag and drop the components they need.

1. Universal Containers CFO is looking for ways to reduce contact center costs. Which customer service metric should the CFO monitor to reach the budget goals? (Choose 2)

**A. First call resolution**

**B. Average handle time**

C. Upsell percentage

D. Customer retention

1. Universal Containers' contact center manager needs to measure the following metrics:– Agent productivity– Customer satisfaction Which report should a consultant recommend?

(Choose 2)

**A. Average handle time**

**B. First contact resolution**

C. Average speed to answer

D. Escalation rate

1. Universal Containers customer support management wants to provide proactive communications are likely to provide low customer satisfaction (CSAT) scores What customer related metric should the customer support management analyze?

Choose 2 answers

* 1. Time spent by account year-to-date
  2. New cases opened by account channel
  3. **Escalated cases by amount month-to-date**
  4. **High-priority cases opened by account month-to-date**

1. Universal Containers has a policy that requires all email traffic to remain within its firewall. Currently, the company has 200 support agents handling email from five different time zones on its legacy system.

When implementing Salesforce, what solution should a consultant recommend for this service?

* 1. On-Demand email-to-case
  2. Connect for Outlook
  3. **Email-to-Case**
  4. Web-to-Case

1. Universal Containers has a service level agreement (SLA) with customers that requires an agent to take ownership of and respond incoming cases within two hours of case creation. Which solution would help Universal Containers meet SLA?
   1. Use case auto-response rules to send an email to support managers with case creation.
   2. **Assign cases to queues and use escalation rules to escalate cases that have NOT been accepted by an agent within one hour**
   3. Create a rule to send an email to support managers when a case is created and assigned to a queue.
   4. Create a rule to assign a task to all members of a queue if a case has NOT been accepted by an agent within one hour.
2. Universal Containers has a telemarketing call center with agents who could call prospects and follow up on prospects that have been routed to them. Which metric should Universal Containers consider when designing the call center?

Choose 2 answers

1. **Average number of attempts to contact**
2. **Number of outbound calls per day**
3. Number of cases closed by agent
4. Average case age by agent
5. 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?
   1. Create an approval process to ensure only the appropriate cases get escalated.
   2. **Create a case report to show all cases across tiers filtered by an escalation flag.**
   3. Create a custom trigger to generate history when cases get escalated between tiers.
   4. Create a case report to show the number of cases for each tier and sort them by case owner.
6. Universal Containers has activated Email–to–Case functionality to allow customers to correspond with support agents via email. Which options are available with Email–to–Case?

(Choose 3)

* 1. Only one inbound email address can be used for Email–to–Case
  2. **Follow–up emails and attachments related to a case are attached to the case**
  3. **Assignment, escalation, and workflow rules are processed on inbound emails**
  4. Follow–up emails related to a case will update the case comments
  5. **Supports emails larger than 25 MB**

**Notes:**

Case comments are used to communicate to the contact – follow-up emails from contact update the description

1. Universal Containers has basic field service requirements and has not yet deployed the Service Cloud. The company would like to automatically create a field service dispatch record and assign it to a queue when specific case criteria are selected by an agent working the case.

Which solution will create and route the field service dispatch record when the case is saved?

* 1. Use a workflow rule with an action
  2. Use a validation rule
  3. **Use a case assignment rule**
  4. Use an Apex trigger

1. 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?
   1. Data loader, change sets, and Force.com Excel Connector
   2. Visual Workflow, data loader, and Force.com IDE
   3. **Force.com migration tool, Force.com IDE, and change sets**
   4. Mass transfer records, change sets, and Force.co migration tool
2. Universal Containers has deployed a customer portal with Knowledge and would like to measure customer portal adoption and the effectiveness of the portal. Which metric should be used to measure portal usage

Choose 2 answers

1. Number of article created per agent
2. **Total number of cases created since implementing portal**
3. Number of cases submitted via email
4. **Most popular articles based on views and rating----Doubt**
5. Universal Containers has determined that case list views are slow to load because of the large number of cases in system. Which action will improve the performance of the list views?

Choose 2 answers.

* 1. Remove filter criteria from the views
  2. Restrict visibility of the views
  3. **Reduce the number of fields displayed**
  4. **Filter the views by case owner**

1. 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)
   1. Track social sentiment across social media outlets
   2. Hire more agents for the contact centers
   3. **Configure entitlements and milestones to enforce SLAs.**
   4. **Improve the training provided to existing agents**
2. Universal Containers has four internal divisions that use Salesforce Knowledge. Compliance requirements indicate each division should have access to its own articles when performing a search. What solution should a consultant recommend to meet this requirement?
   1. Create a sharing rule for each division to provide access based on criteria of the article
   2. Create a sharing rule for each division to provide access using the role hierarchy
   3. **Create a single data category group for each division and provide access using the role hierarchy**
   4. Create separate data category groups for each division and assign the category to a division profile
3. Universal Containers has implemented Service Cloud in their call center and would like to integrate it with their existing telephony system. All members of staff use a standard build for desktop computers and the IT department has indicated that they a produce a custom desktop build for the call center staff. Which solution should a consultant recommend?
   1. Move to a cloud-based telephony system.
   2. Implement an adapter using the Telephony API.
   3. **Implement an adapter built on Open CTI.**
   4. Build an adapter using the CU toolkit.
4. Universal Containers has millions of customers in Salesforce, but only very small percentages 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)

* 1. Have agents manually create users when portal access is requested by customers.
  2. Identify active customers and send them registration instructions via email.
  3. **Create active customers as portal users and send them email notifications**
  4. **Have agents provide customers with portal registration instructions when working a case**

**Note:**

Select Send welcome email to send email to users when they’re added to the community. Important: Welcome emails contain login information for external members. If you don’t select this option, you’ll have to manually send external members their usernames and passwords

1. Universal Containers has service level agreements (SLAs) with clients that require and agent to respond within one hour of receiving a case. The agreement also states that the case must be resolved in less than one day if the case status is set to urgent. Which feature should be used to meet this requirement?
   1. Case assignment rules to route the case to an escalation queue
   2. **Entitlements to define milestones to meet the SLAs**
   3. Case comments to communicate updates to the client
   4. A workflow email alert to send notification that a case was received
2. Universal Containers implemented Salesforce Knowledge two months ago. Now, the Help Desk manager wants to know if the agents are properly leveraging the new knowledge base. What metric cap the manager use to measure the adoption of Knowledge?

Choose 2 answers

* 1. Create a report that displays the number of article searched during the past two months.
  2. Create a report that displays the number of articles associated to data categories during the past two months.
  3. **Create a report that displays the number of cases with articles attached during the past two months.**
  4. **Create a report that displays the number of new articles created during the past two months.**

1. 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?
   1. Contact related list load time
   2. Contact view page load time
   3. **Contact report run time**
   4. Contact list view edit time
2. Universal Containers is designing a contact center focused on customer billing inquires. The contact center includes the variables listed below:

* 2 million accounts in Salesforce
* 20 million invoices in an external application
* 600 support agents
* 300,000 transactions processed daily across agents

When agents view an account in Salesforce, they need to view the invoices associated with an account and view the detail of the invoices. However, agents do not need to update or report on invoice information. Which solution would meet these requirements?

Choose 2 answers:

1. Create a bi–directional integration using the Salesforce API
2. Build a real–time integration to import invoices into a Salesforce custom object
3. **Launch the customer billing application in Salesforce as a Web tab**
4. **Design a Visualforce page to display invoice data in Salesforce based on a real–time call**
5. Universal Containers is developing a business continuity plan for their contact centers. What should the company consider?

Choose 2 answers

* 1. **Recovery point objective**
  2. **Criteria for plan activation**
  3. Site consolidation
  4. Opens access to systems

1. 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?

* 1. Integrate Facebook to its existing Customer Community.
  2. Create a Force.com app for Facebook monitoring.
  3. **Install Salesforce for Facebook and Twitter.**
  4. Enable Salesforce social profile on contacts.

1. Universal Containers is developing its strategy for supporting their customers on social media sites. The company’s requirements include the ability to:

Monitor Facebook fan page for new posts and comments from customer

Link new post and comments to an existing customer record

Respond to posts from the existing Salesforce Console for Service

Create and link social personas to contacts

What should a consultant recommend to meet these requirements?

1. Create a Force.com app for Facebook monitoring
2. Enable Social Customer Service
3. Integrate Facebook to its existing Customer Community
4. **Enable Salesforce social profile on contacts**
5. Universal Containers is evaluating the speed and productivity enhancements that could be obtained by implementing the new Service Cloud console. Which benefit should the company expect when implementing the Service Cloud console?

Choose 2 answers

* 1. **View records and related items as tabs on one screen**
  2. **Screen pops open new object in tabs to reduce interruptions**
  3. Customized mini page layouts for the console view
  4. Customized view for the console in the customer portal

1. Universal Containers is evaluating whether to implement On–Demand Email–to–Case or Email–to–Case and needs to ensure the solution selected will meet its requirements. Which customer requirement would require the use of Email–to–Case?
   1. **Accepts email attachments larger than 10 MB**
   2. Accepts attachments from emails
   3. Handles more the 10,000 emails a day
   4. Requires the use of Transport Layout Security (TLS)
2. 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.

* 1. **Remove formula fields from filter criteria.**
  2. **Remove unnecessary columns from the reports.**
  3. Remove date boundaries from filter criteria.
  4. Remove dashboards based on long-running reports.

1. 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)
   1. Average days to close
   2. **First call resolution**
   3. **Average handle time**
   4. Abandon rate
2. Universal Containers is implementing a solution to capture incoming emails as cases in Salesforce with the requirements listed below.

* Over 5,000 emails are captured and created as cases.
* Email filtering capabilities can be customized.
* Solution runs 24/7 so that emails are captured during maintenance windows
* A software installation is not required

Which solution would meet the requirements?

1. **On–Demand Email to case**
2. Email–to–Case
3. Connect for Outlook
4. Email relay
5. Universal Containers is implementing an entitlement process in its contact center to gain better visibility into how well the company is delivering on customer service level agreements (SLAs).How can milestones be used to accomplish this goal? (Choose 2)
   1. **To represent metrics such as first–response and resolution time on cases.**
   2. To monitor the case escalation rule queue to confirm service levels are met
   3. To identify the customer contact associated with a particular stage of a service contract
   4. **To display whether a case response complies with a customer service level agreement**
6. Universal Containers is implementing Salesforce Knowledge at its contact center. The contact center has a dedicated support team for each product that it supports. Contact center agents should only be able to new articles for the product they support. What solution should a consultant recommend to meet this requirement?
   1. **Assign team–based roles to the associated product data category value**
   2. Assign team–based profiles to the associated product article type
   3. Assign team–based profiles to the associated product data category value
   4. Assign team–based roles to the associated product article type
7. Universal Containers is implementing the Salesforce Service Cloud in ist contact center and has requirements listed below.

* 2,000 agents are implemented globally
* 24/7 operations Open case data will be migrated from a legacy system
* New cases will be created in one system only

Which deployment method should be recommended?

1. Migrate case data and deploy to all users at office
2. Migrate agents to Force.com Connect Offline during deployment
3. **Deploy in phases using countries as pilots**
4. Deploy based on the number of trainers available

1. Universal Containers is in the process of setting up a business-to-business (B2B) portal. The company needs to give customers access to service level agreements (SLA) via the portal. Which solution is recommended to accomplish this requirement?
   1. Assets
   2. Cases
   3. Milestones
   4. **Service Contracts**
2. 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.
   1. **Use workflow rules to send an email to the customer.**
   2. Use auto–response rules to send an email to the customer.
   3. Use assignment rules to assign the case to a case queue.
   4. Use escalation rules to assign the case to a case queue.
3. 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?

1. Use escalation rules for notifications and case teams to monitor cases
2. **Use workflow rules for notifications and case teams to monitor cases**
3. Use escalation rules for notifications and account teams to monitor cases
4. Use workflow rules for notifications and account teams to monitor cases
5. Universal Containers is migrating from a legacy system to the Service Cloud. The company currently tracks enticements and agreements in its legacy system. The legacy system will be archived and unavailable after go-live. Agents will need easy access case information for the last one year.
   1. Migrate closed cases with milestones and entitlements.
   2. **Migrate open and closed cases with milestones and entitlements.**
   3. Migrate open and closed cases without milestones and entitlements.
   4. Migrate closed cases to a custom read-only object.
6. Universal Containers is ready to launch a customer portal to its targeted customers. The company's executives want to use appropriate metrics to efficiently measure user adoption. Which metrics should be measured? (Choose 2)
   1. Number of calls deflected using IVR
   2. Number of emails compared to portal cases
   3. **Number of cases created in the portal**
   4. **Number of portal logins per day**
7. Universal Containers is setting up a field service dispatch contact center. Which functionality should be considered when designing the contact center? (Choose 2)
   1. Chatter groups for customer
   2. **Mobile access to case information**
   3. **Visibility into service entitlements**
   4. Predictive dialer for outbound calls
8. Universal Containers is using the Salesforce Console for Service for managing cases. They would like to add the Salesforce to enable click-to-dial capability.

What needs to be configured for the SoftPhone to work in Salesforce?

Choose 3 answers.

1. Assign the Salesforce CTI license to Salesforce users.
2. **Install an adapter from AppExchange to work with third-party CTI systems.**
3. Use Apex to create an adapter to work with third-party CTI systems.
4. **Create a SoftPhone layout and assign to user profiles.**
5. **Assign the correct Salesforce users to the Call Center.**
6. Universal Containers is using the Service Cloud Console for managing cases. They would like to add the Salesforce SoftPhone to enable click–to–dial capability. What needs to be configured for the SoftPhone to work in Salesforce? (Choose 3)
   1. **Assign the correct Salesforce users to the Call Center**
   2. **Install an adapter from AppExchange to work with third–party CTI systems**
   3. Use Apex to create an adapter to work with third–party CTI systems
   4. **Create a SoftPhone layout and assign to user profiles**
   5. Assign the Salesforce CTI license to Salesforce users
7. Universal Containers is using the Service Cloud in its contact center. The contact center manager wants to deploy Chatter Answers. What should a consultant recommend to integrate Chatter Answers into its Service Cloud implementation? Choose 2 answers.

A. Use the close and resolve button to close a case and mark the question resolved.

**B. Allow administrators and trusted community members to escalate questions to cases.**

**C. Create draft Knowledge articles from replies using the promote to article button.**

D. Display up to three category groups to help organize questions for easy browsing.

1. Universal Containers needs to allow customers to log into its corporate website, view solutions from a Salesforce knowledge base, and log cases. Which product would meet all of these requirements?

Choose 2 answers

* 1. **Self–service portal**
  2. Customer portal
  3. **Web–to–Case----Doubt**
  4. Force.com Sites

1. Universal Containers needs to automate the process of gathering and measuring customer satisfaction (CSAT). The process should be initiated at the time of case closure. Which feature should be used to meet this requirement?
   1. **Install an AppExchange product for case survey functionality**
   2. Enable the Send Survey feature for cases
   3. Deploy the self–service portal CSAT survey widget
   4. Create a case survey email template and auto–notification rule

**Note:**

AppExchange Apps Survey Force Custom Web to Case form

1. Universal Containers needs to decrease the cost of support by allowing support engineers to capture case resolution information when a case is closed and make the details of the case available via search to internal users, partners, and the general public. How could this be achieved?
   1. **Create Knowledge articles and publish the article to all channels**
   2. Create Content documents and add them to a workspace accessed by all users
   3. Create solution and publish the solutions to the self–service portal
   4. Create case attachments and upload attachments to a directory accessed by all users
2. Universal Containers needs to ensure it is staffing enough agents to answer calls at times of peak volume. In addition, the company needs to report on the metric listed below. Average handle time (AHT) Adherence to service level agreements (SLAs)Which data source would Universal Containers need in order to gather this information?

Choose 3 answers

* 1. **Automatic Call Distributor (ACD)**
  2. **Entitlements**
  3. **Workflow Management (WFM)**
  4. Chat log history
  5. Interactive Voice Response (IVR)

1. Universal Containers needs to integrate Knowledge into the case management lifecycle. Which integration point is possible between cases and Knowledge?

Choose 3 answers

1. **Email articles in PDF format**
2. Add a comment to an article
3. **Search Knowledge using case information**
4. Convert a case attachment to an article
5. **Create articles when closing a case**
6. Universal Containers needs to measure how long it takes to resolve a case once a support agent has accepted the case from the queue. How would this requirement be met?
   1. Enable the case accepted time support setting to track the active time an agent spends on a case
   2. Create a formula field to calculate the total time spent in each status based on the case history
   3. **Create a formula field to calculate the time between a custom Case Accepted Date/Time field and the standard Date/Time Case Closed field**
   4. Create a formula field to calculate the time between the standard Date/Time Case Created field and the Date/Time Case Closed field.
7. Universal Containers needs to produce a dashboard in Salesforce that shows the average cost per call. Which data needs to be available in Salesforce in order to create the report?

Choose 2 answers

1. **Agent hours worked and agent wage rate**
2. **Talk time and wrap time**
3. Average seconds to answers and talk time
4. Case status and case age
5. Universal Containers needs to provide users with a case entry page that meets the requirements listed below. Launches from the account record Provides a list of associated contacts and assets allows a user to associate contacts and assets with a new case

Allow for the creation of the new contact. Which approach meets the requirements?

* 1. Create an Apex page for selecting the associated records and entering the new case information
  2. Create a Visualforce page for selecting the associated records and entering the new case information
  3. Modify the case page layout to include attributes necessary for creating a new contact
  4. Modify the case page layout and enable the quick create feature for contact creation ?

1. Universal Containers needs to set up a customer community to provide customers with a self–service option for support. Which capability can Universal Containers provide its customers via the customer communities? (Choose 3)
   1. **Allows customers to submit ideas and answers**
   2. Allows customers to customize their user interface
   3. Allows customers to search documents in Contact
   4. **Allows customers to follow Chatter feeds**
   5. **Allows customers to search a knowledge base**
2. Universal Containers needs to track the internal users who are involved with support cases. Certain status updates to the case should trigger an email notification to the users involved. Which solution design will best address this requirement?
   1. **Use case teams to track users and a workflow rule with an email action for notification of status changes**
   2. Use account teams to track users and a workflow rule with an email action for notification of status changes
   3. Use a custom object to track users and a workflow rule with an email action for notification of status changes
   4. Use case teams to track users and an Apex trigger for notification of status changes
3. Universal Containers plans to deploy the new Service Cloud console to its support team. Which steps should be considered in deployment?

(There are three correct answers.)

* 1. **Customize highlight panels for all objects.**
  2. **Set up interaction logs and assign them to user profiles.**
  3. **Assign users the Service Cloud User feature license.**
  4. Set up users and assign them to a queue.
  5. Customize case list views.

1. Universal Containers plans to migrate data into Salesforce from legacy system. Which step should be taken before performing the data migration?

Choose 2 answers

1. Enable data validation rules
2. **Perform data cleansing**
3. **Develop data map**
4. Normalize database
5. Universal Containers purchased Knowledge and would like to implement it as soon as possible. What approach should a consultant recommend?
   1. **Activate the Knowledge sidebar within the Salesforce Console for Service.**
   2. Activate the Knowledge sidebar on the case detail page.
   3. Create a Knowledge Visualforce component on the case detail page.
   4. Create a Knowledge Visualforce component within the Salesforce Console for Service.
6. Universal Containers requires that a case is logged for every incoming support call. Each case could require an associated Return Materials Authorization (RMA) and/or Field Service Request (FSR). The original case CANNOT be closed until all RMAs and FSRs are closed. Universal Containers is considering whether RMAs and FSRs should be stored on a child case or on a related custom object. What should Universal Containers consider when designing the solution?

Choose 3 answers

* 1. Average incoming case volume
  2. Relationship to the primary contact
  3. **Case closure rules on the original case**
  4. **RMA and FSR escalation requirements**
  5. **Visibility and access to the RMA and FSR records**

1. Universal Containers requires that a case status be updated 48 hours after a solution to the case has been emailed to a customer. Which Salesforce feature would be used to meet this requirement?
   1. Assignment rules
   2. Validation rules
   3. **Workflow rules**
   4. Auto–response rules
2. 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 answers

* 1. Escalation rules
  2. Auto-response rules
  3. **Workflow rules**
  4. **Case teams**

Notes:-

Auto response rules are used for automatic emails to external users – assignment rules or workflows can change owner access to cases. Workflow can be triggered to send notifications to case teams based on criteria. Predefined Case teams can be made up of internal and external users

1. Universal Containers staffs its contact centers to allow for up to 20% of the total case volume to be escalated. The contact center would like to measure case escalation rate to staff to ensure sufficient training for Tier 1 agents. What solution should a consultant recommend to meet this requirement?
   1. **Create a dashboard report to display and compare escalated cases against non–escalated cases.**
   2. Create a case report with a custom summary formula to calculate the percentage of escalated cases.
   3. Create a formula field on the case record to calculate percentage of escalated cases.
   4. Create a daily snapshot report of all cases and calculate percentage of escalated cases.
2. Universal Containers staffs its contact centers to allow for up to the total case volume to be escalated. The contact like to measure case escalation rate to staff to ensure sufficient training for Tier 1 agents. What solution should a consultant recommend to meet this requirement?

A. Create a daily snapshot report of all cases and calculate percentage of escalated cases.

B. Create a case report with a custom summary formula to calculate the percentage of escalated cases.

**C. Create a dashboard report to display and compare escalated cases against non-escalated cases.**

D. Create a formula field on the case record to calculate percentage of escalated cases.

1. 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

1. **Assign Article types to the Community**
2. **Enable Public Solutions**
3. Enable Article deliveries
4. **Publish Articles to external channels**
5. Configure Content Library permission
6. 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?

1. **Email-to-Case**
2. Customer Chatter groups
3. On-Demand Email-to-Case
4. Web-to-Case
5. Universal Containers wants to create a process to verify that customers are eligible for support before a case is creates. A consultant recommends using entitlement management to meet this requirement. Which benefit would be realized by using the entitlement management feature? Choose 2 answers.
   1. Ability to determine if a customer has escalated a case in the past
   2. **Ability to specify unique service levels for each customer**
   3. **Ability to prompt callers for the service contract number within IVR menus**
   4. Ability to enforce service levels with the time-dependent processes
6. Universal Containers wants to display a list of open cases, data form an external system and knowledge articles in one view in Salesforce. What should a consultant recommend to meet this requirement?
   1. **Configure the Salesforce Console for Service, add Visualforce components, and activate the Knowledge sidebar.**
   2. Configure the Salesforce Console for Service, integrate the external system, and enable Knowledge
   3. Configure the agent console and display the articles, case view, and external system custom object
   4. Create a custom Visualforce page to display case list view, external system, and knowledge articles

A. Configure the Salesforce Console for Service, add Visualforce components, and activate the Knowledge sidebar.

1. 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)
   1. **Create an email template to send articles as PDF attachments**
   2. **Enable suggested articles on new cases**
   3. **Enable article submission during case close**
   4. Enable article customization for open cases
   5. Enable agents to create their own personal articles
2. Universal Containers wants to reduce incoming support phone call volume.What action can be taken to meet this requirement? Choose 2 answers.

A. Enable service contracts and entitlements.

B. Implement Salesforce Console for Service to support agents.

**C. Leverage Live Agent for web-based chat.**

**D. Implement Salesforce Knowledge on a portal.**

1. Universal Containers wants to shorten 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

1. Universal Containers wants to track customer satisfaction (CSAT).Which solution will automate the process for support agents to survey customers when cases are closed.

A. Enable the case survey object for the customer portal

**B. Utilize an AppExchange package to handle customer surveys**

C. Create a validation rule for case survey email templates

D. Modify the user interface settings for the case survey sidebar

1. Universal Containers will be launching a telesales contact center. What should be considered in the design?
   1. Integration with Field service teams and apps
   2. strategies to maximize call deflection
   3. **Performance for high volume of interactions**
   4. **Integration with Lead Generation team and apps**
2. Universal Containers would like for articles to be suggested to agents based on information they are typing into the case. What solution should a consultant recommend?

A. Enable the Knowledge sidebar related list on the case page layout.

**B. Create a Service Cloud Console and enable the Knowledge sidebar on the case page layout.**

C. Enable the Knowledge sidebar setting in the case support settings

D. Create a Visualforce page called Knowledge sidebar on the case page layout

1. Universal Containers would like to provide their contact center agents with a map image of their customers’ location based on the Shipping Address of their Account Record. What should a consultant recommend as part of the solution?
   1. An outbound message to a middleware platform to provide map details
   2. **A mash up integration on the Account page to a third-party mapping service**
   3. A Web Service call?out that retrieves map details from the backend system
   4. A custom tab of type URL that displays a map image of customer location
2. 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 /Community**

1. Universal Health Service is setting up Knowledge in its contact center for agents so they can research articles while taking calls. The company needs to migrate the existing knowledge base of documents and images into Salesforce. Which step will be required for the implementation?

Choose 3 answers

* 1. **Create multiple CSV files, one for each article type**
  2. **Create HTML files referencing image to be uploaded**
  3. **Match each new article to an existing article type**
  4. Create a single CSV file, including all article types
  5. Load all articles with the Apex data loader tool

1. 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?
   1. Enable the self–service portal to generate logins for the hospital staff by region.
   2. Use Web–to–Lead to capture the credit requests and assign them to regional teams using workflow rules.
   3. Design a custom object to track credit requests and route them regionally using assignment rules
   4. **Use cases to track the credit requests and route than to regional teams using assignment rules**
2. Universal Telco sells and supports a line of smart phones. The company offers support via phone, email–to–case, web–to–case, and a customer portal. The call center manager is incented to drive support through customer self–service. Which report should be included on the manager’s dashboard?

Choose 3 answers

* 1. **Number of Portal Logins per Day**
  2. **Knowledge Article Usage**
  3. Average Call Handle Time
  4. **Cases by Support Channels**
  5. Escalated Calls

1. Using Import Wizard you can import Asset records at a time
   1. 1000
   2. 5000
   3. 50,000
   4. 100,000
   5. **You cannot import Assets via Import Wizard**

**Note:**

Only Accounts, Contacts Leads Solutions and custom objects – 50000 records

1. Using standard case management capabilities, what can be emailed to a customer as a PDF attachment?
   1. Articles appearing in the Knowledge sidebar
   2. Products and assets associated to the case
   3. **Knowledge articles attached to the case**
   4. Contract details related to the entitlement
2. What are benefits of deploying Knowledge in a high volume Service Cloud portal? (Choose 2)
   1. Replaces the need for an email channel
   2. **Eliminates tracking of customer entitlements**
   3. **Uncovers gaps in the knowledge base**
   4. Reduces incoming call volume
3. What are some uses of www.trust.salesforce.com in business continuity planning? (Choose 3)
   1. **To provide online security threat information**
   2. **To provide live and historical data on system performance**
   3. **To provide information planning planned maintenance**
   4. To provide live upport for system and data backup
   5. To provide best practices for continuity plans
4. What is a benefit of a quality monitoring system? Choose 2 answers
   1. Lower the average speed of answer (ASA)
   2. Teach new agents how to handle difficult situations
   3. **Enforce a consistent standard of service for customer interaction**
   4. **Capture inappropiate word usage and generate reports**
5. What is a business continuity challenge in a cloud–based contact center that operates 24/7?Choose 2 answers
   1. **Highly available telecom solution**
   2. **Periodic maintenance windows**
   3. Server hardware infrastructure rebuilds
   4. System software restore after an outage
6. What is the primary function of a private branch exchange (PBX)?
   1. **To receive multiple calls at one time**
   2. To use speech recognition to direct calls
   3. To report the caller's background information
   4. To mate calls to different agents

A. To receive multiple calls at one time

1. What key metric should a contact center manager use to evaluate the effectiveness of a new Service Cloud implementation?

(Choose 2)

* 1. **First contact resolution rate**
  2. **Number of total cases handled**
  3. Total number of solutions created by agent
  4. Average number of knowledge articles published

1. What metrics should a contact center manager consider to measure adoption of Salesforce Knowledge?

(Choose 2)

* 1. Number of cases escalated by agent
  2. **Number of articles created by agent**
  3. **Number of articles attached to a case**
  4. Number of solutions created by agent

1. What process is a use case for Visual workflow?

Choose 3 answers

* 1. **Field validation during case creation**
  2. Cross-self promotions for representatives
  3. Assignment of email to a case queue based on subject
  4. **Decision-based troubleshooting for representatives**
  5. **Caller verification and creation of a new case**

1. What solution should a consultant recommend while designing a plan to decrease a company's cost per call? (Choose 2)
   1. Increase the Call–to–Order ratio
   2. **Use integrated voice response**
   3. Bypass entitlement verification
   4. **Use suggested Knowledge articles**
2. When a Self Service Portal User adds a Case Comment the following actions take place:
   1. **An email is automatically sent to the case owner**
   2. A Workflow rules is activated
   3. An Assignment Rule is activated
   4. None of the above
3. When planning for the migration of an existing knowledge base into Salesforce Knowledge, what factors are considered which articles to migrate?
   1. Last modified date and frequent search terms
   2. **Last modified date and number of recent article views**
   3. Original creation date and total number of article views
   4. Original creation date and average rating of articles
4. Which application will allow a client to enable Ideas on a public website?
   1. Partner portal
   2. Self–service portal
   3. **Sites**
   4. Customer portal
5. Which capabilities of the console can the company use to help improve its contact center performance? (Choose 2)
   1. **Allows Chatter Messenger to be used between agents**
   2. **Displays records and their related items as tabs on one screen**
   3. Is available for users in the partner portal
   4. Indicates when records and lists are changed by others
6. Which contact center type is most likely to implement Information Technology Infrastructure Library (ITIL) to align with industry best practices?
   1. **Information Technology (IT) help desk**
   2. Telesales center
   3. Human Resources (HR) help desk
   4. Telemarketing center
7. Which document should be created to support the initial planning phase of an implementation project? (Choose 2)
   1. Requirements traceability matrix
   2. Solution design document
   3. **Project milestones**
   4. **Project kickoff presentation**
8. Which metric influences customer satisfaction?

Choose 2 answers

* 1. After call work
  2. Cost per call
  3. **First call resolution**
  4. **Call quality**

1. Which of following is granted by the Manage Cases Permission (Select the all that apply)?
   1. Set support business hours
   2. Edit the Support settings
   3. Set up Email–to–Case
   4. Mass Transfer Cases
   5. Create, Edit, and Delete custom fields on the Case Object
   6. **None of the above**

**Note:**

Manage Cases gives ability to close and change the status of cases (

Set support business hours = Manage Business Hours Holidays;

Edit the Support settings = Manage Cases AND Customize Application

Set up Email–to–Case

Create custom field = Customize Application;

To change case owner: Transfer Cases OR Transfer Record

AND Edit on cases To close and change the status of cases: Manage Cases

1. Which of the following are options when transferring accounts with transfer tool (Multiple correct answers)

**A. Transfer open opportunities**

**B. Transfer closed opportunities**

**C. Transfer closed cases**

**D. Transfer open cases**

**E. Keep Account Teams**

F. Transfer custom objects

1. Which of the following utilize the "Automated Case User" (Select all that apply):
   1. **When a case is automatically assigned using assignment rules this user is listed in the case history**
   2. When an email notification is triggered via workflow this user is listed in the case history
   3. **When a case is escalated this user is listed in the case history**
   4. **When a case is created via Web–To–Case this user is listed in the case history**
   5. When a case is created via Email–To–Case this user is assigned as the case owner
2. Which Service Cloud tool requires the least agent involvement to resolve a customer issue?
   1. Salesforce for Twitter
   2. Live Agent
   3. **Salesforce Knowledge**
   4. Open CTI
3. Which solution can be used to improve call deflection?
   1. Knowledge base
   2. Community forum
   3. Assignment rules
   4. **Web chat**
   5. Case routing
4. Which statement is true regarding the salesforce CTI adapter?

Choose 3 answers

1. **It acts as an intermediary between telephony systems, the salesforce Call Center application, and Salesforce user interface**
2. It is a server–based software program that controls the appearance and behavior of a Salesforce SoftPhone
3. **It is based on the Salesforce CTI Toolkit and consists of source code, libraries, and filed**
4. **Prebuilt CTI adapters for different telephony systems are available on the Force.com AppExchange**
5. It does NOT require a software install for each call center user on a Windows–based PC.

1. Which Statement is true regarding Salesforce Chatter Answers

Choose 3 answers

* 1. Answers can be exposed to partner portal users
  2. External users can subscribe to Answers
  3. **Escalate a question to a case**
  4. **Knowledge articles can be created from Answers**

1. Which statements are true regarding a prebuilt Salesforce computer telephony integration (CTI) adapter for different telephony systems? (Choose 2)
   1. It is a server based software program that controls the behavior of a Salesforce SoftPhone
   2. **It is an intermediary between a telephony system and a Salesforce CRM call center user**
   3. **It utilizes the SoftPhone capability from within the Salesforce application**
   4. It allows voicemails to be captured and stored as attachments on cases
2. Which step should a consultant take to import articles into Salesforce Knowledge?

(Choose 2)

* 1. **Map articles with HTML sections to rich text area fields**
  2. Use change sets to import data categories
  3. Create a separate .csv for each article type
  4. **Use the data loader to import unstructured articles**

1. Which support channel requires the smallest amount of agent work time?
   1. Web to case
   2. Email to case
   3. **Web self service**
   4. Chat
2. Which system would a contact center integrate with in order to provide field service agents with information needed to provide service at customer sites?
   1. Telephony
   2. **Order Fulfillment**
   3. Enterprise Resource Planning (ERP)
   4. Marketing

**Note:** to know what was ordered or to quickly order stuff for a customer----**doubt**

1. Which task should be included in a business continuity plan for a contact center? (There are three correct answers.)
   1. **Route cases to agents in an alternate center.**
   2. Disable the Interactive Voice Response (IVR) system.
   3. **Deliver training on case handling for contingent staff.**
   4. Update the case status field values.
   5. **Monitor service level agreements (SLAs) and notify customers.**

**Notes:**

High–volume community users:

* Are contacts enabled to access a community.
* Are assigned to the Customer Community,
* High Volume Customer Portal,
* Or Authenticated Website license.
* Only share the records they own with Salesforce users in sharing groups.

Access to Records High–volume community users can access records if any of the following conditions are met:

* They have Update access on the account they belong to.
* They own the record.
* They can access a records parent, and the organization–wide sharing setting for that record is controlled by Parent.

1. The organization–wide sharing setting for the object is Public Read Only or Public Read/Write. Administrators can create sharing sets to grant high–volume community users additional access to records;
2. See Granting High–Volume Community Users Access to Records.

**Limitations**:

* High–volume community users can’t manually share records they own or have access to.
* You can’t transfer cases from non–high–volume community users to high–volume community users.
* High–volume community users can’t own accounts.
* You can’t add case teams to cases owned by high–volume community users.
* You can’t include high–volume community users in: Personal groups or public groups.
* Sharing rules.
* Account teams, opportunity teams, or case teams.
* Salesforce CRM Content libraries.
* These limitations also apply to records owned by high–volume community users.
* You can’t assign high–volume community users to territories.
* misc. community notes