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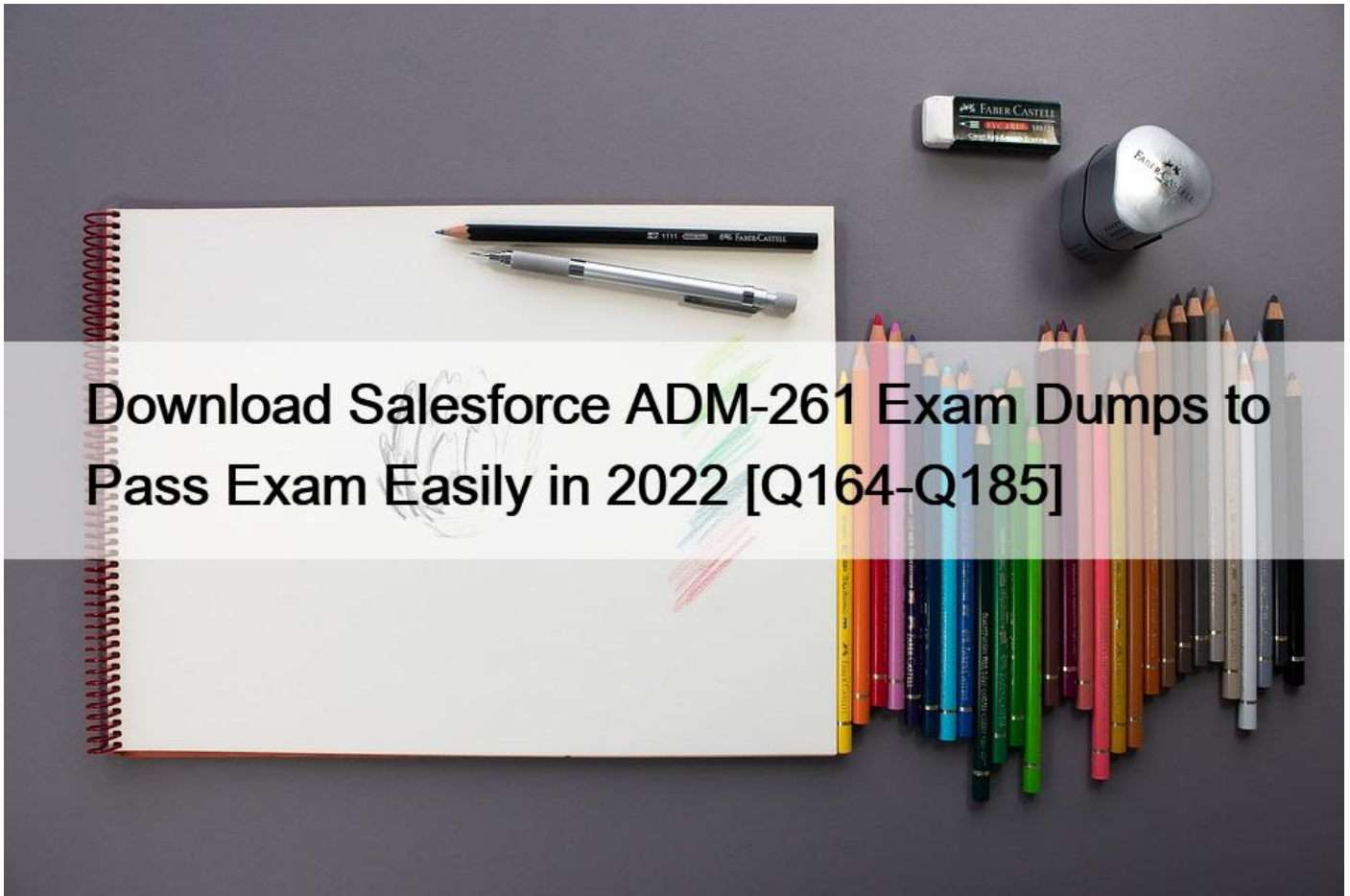

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NO.164 A contact center manager needs to restrict who can create a FAQ Article Type within Knowledge.

What should a consultant recommend to accomplish this requirement? (Choose 2)
* Hide the Article Management tab for users who should have read-only access to articles.
* Set the organization-wide default to private and create sharing rules for the FAQ articletype
* Enable the Manage Articles permission for the publisher profile and assign it to users
* Create a publisher profile that includes create access on the FAQ article type.

NO.165 Which of the following measures customer portal adoption/effectiveness among CUSTOMERS (Choose 2)?
* # of articles per agent
* Most popular articles
* # of cases via email
* Total cases created

NO.166 Universal containers would like to implement a solution to hold service reps accountable to customer service level Agreements. Which two steps are necessary to satisfy this requirement? Choose 2 answers
* Set up Milestones.
* Enable Work Orders.
* Create an Entitlement Process.
* Configure Service Contracts.

NO.167 Which two areas can an Administrator make Open CTI features available to users when building a Lighting App using the App Manager? Choose 2 answers
* On a utility bar of the Lightning App
* On a record Highlights Panel
* On a recordActivity Feed list
* On the Calendar right hand panel

NO.168 Universal Containers’ support management team has noticed an increase in wait times over the last several months when customers call in forsupport. Which two recommendations should a Consultant suggest to help decrease customer wait times? Choose 2 answers
* Create reports to analyze call data in order to understand peak times and ensure adequate staffing.
* Create a case escalation rulesto route high-priority cases directly to supervisors for resolution.
* Set up analytical snapshots to capture key case information and create historical trending reports.
* Set up a Salesforce Customer Community that will allow customers to create casesonline.

NO.169 SLA says agent must respond within one hour, or if marked “urgent”, resolve within one day. How can this best be achieved?
* Use entitlements to define a process and milestones
* Use case teams to close
* Use escalation rules

NO.170 Universal Containers is training a new set of Service Reps. Part of the training includes handling Live Agent chats from customers. However, it is important that contact center managers monitor the chat sessions to ensure the Service Reps’ responses are professional and accurate and to be able to assist when needed.

What Lightning Console feature should a Consultant configure to support this need?
* Configure Omni-Channel Supervisor tab and 3rd party access.
* Configure Live Agent Supervisor tab and Whisper Messages.
* Add the Live Agent Component to the Utility bar.
* Configure the SOS snap-in for the Lightning Service Console.

NO.171 Universal Containers has an active presence on Twitter and Facebook. Customers’ requests from these social media channels should be responded to by support agents.

What should a consultant recommend to meet this requirement?
* Social Persona tor Twitter and Facebook.
* Social Media Marketing message tagging.
* Social Customer Service for Twitter and Facebook.
* Einstein Bot social queues.

NO.172 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?
* Follow the SMEs to receive automatic updates when they add case comments

* Bookmark all the comments related to the issue from SMEs
* Use hashtag (#) to track the customer case and SMEs comments
* @mention the SMEs on the case Chatter feed and follow the case

NO.173 Universal Containers’ customer service technicians need to access the following information while at a customer site to complete the service call: * Customer order history * Level of contracted support * List of replaceable parts Which system can Salesforce integrate with to retrieve this information and make it available to technicians in the field?
* An enterprise resource planning system
* A knowledge management system
* A workforce management system
* A third -party mobile application platform

NO.174 Universal Containers uses Live Agent to interact with customers. Service Reps complain that it takes too much time to end the chat and close the case.

Which two features should a Consultant recommend to address this concern? Choose 2 answers
* Visual Workflow
* Lightning Guided Engagement
* Quick Text
* Macros

NO.175 Universal Containers contact center has experienced an increased number of customer questions due to a growing product portfolio. Which two solutions should a consultant recommend to minimize the need to hire more agents? Choose 2 answers
* Community
* Web -to -Case
* Live Agent
* Chatter Questions

NO.176 Universal Containers wants to provide its five million customers a solution where customers can submit inquiries, monitor the status of those inquiries, and view their contact information.

Which type of Community license should be used to meet these requirements?
* Company Community
* Employee Community
* Customer Community
* Partner Community

NO.177 Which two configuration steps are required before Quick Actions can be used in Macros? Choose 2 answers
* The specific Quick Action must be added to the CaseFeed.
* Global Actions need to be on the publisher layout.
* The specific Quick Action must be added to the Case record page.
* Quick Actions must be enabled in the org.

NO.178 Universal Containers wants to create a process to verify that customers are eligible for support before a case iscreates. A consultant recommends using entitlement management to meet this requirement. Which benefit would be realized by using the entitlement management feature? Choose 2 answers.
* Ability to determine if a customer has escalated a case in the past
* Ability to specify unique service levels for each customer
* Ability to prompt callers for the service contract number within IVR menus
* Ability to enforce service levels with the time-dependent processes

NO.179 If you delete a case, which two also get deleted? (Choose two answers)
* Account
* Solution
* Event
* Attachments

NO.180 Universal Containers (UC) created a new mobile app that enables customers to place orders and track fulfillment. UC wants to quickly embed customer service into the new mobile app. Which two features should be added to meet this requirement? Choose 2 answers
* Salesforce Knowledgebase
* Chatter Groups
* Field Service Lightning
* Service Cloud SOS

NO.181 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)
* Create escalation rules to re-assign cases after SLAs have expired.
* Enable the Service Cloud Console and Knowledge sidebar for agents.
* Create case teams and introduce swarming to resolve cases.
* Enable and use Chatter feed tracking on the case object.

NO.182 Universal Containers wants to reduce the clicks a Customer Support Agent uses when working on a case. This includes the time it takes to create, resolve, and close the case. Which three Salesforce productivity features should be used to accomplish this requirement? Choose 3 answers
* Omni-Channel
* Publisher Actions
* Macros
* Quick Text
* Chatter

NO.183 Which solution should a consultant recommend?
* Enable the knowledge sidebar related list on the case page layout.
* Create a visualforce page called knowledge sidebar on the case page layout.
* Enable the knowledge sidebar setting in the case support settings.
* Implement a salesforce console for service and enable the knowledge sidebar on the case page layout.
* Universal containers recently rolled out a lightning knowledge implementation; however, users are finding unreliable and unrelated knowledge articles displayed in the knowledge one widget in the salesforce console.

NO.184 Which statement is true regarding the Salesforce CTI adapter? Choose 3 answers
* It acts as an intermediary between telephony systems, the salesforce Call Center application, and Salesforce user interface
* It is a server-based software program that controls the appearence and behavior of a Salesforce SoftPhone
* It is based on the Salesforce CTI Toolkit and consists of source code, libraries, and files
* Prebuilt CTI adapters for different telephony systems are available on the Force.com AppExchange
* It does NOT require a software install for each call center user on a Windows-based PC.

NO.185 Which of the following utilize the “Automated Case User” (Choose 3 answers):
* When a case is automatically assigned using assignment rules this user is listed in the case history
* When an email notification is triggered via workflow this user is listed in the case history
* When a case is escalated this user is listed in the case history

* When a case is created via Web-To-Case this user is listed in the case history
* When a case iscreated via Email-To-Case this user is assigned as the case owner

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