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QUESTION 1

Which three features should a Consultant recommend to allow a customer to resolve issues through self-service?
Choose 3 answers

- A. Customer Community
- B. Web -to -Case
- C. Live Agent
- D. Knowledge Base
- E. Chatter Answers

Correct Answer: ADE

QUESTION 2

Universal Containers (UC) is developing a strategy for supporting customers on social media sites. UC's requirements include the ability to:

1.

Monitor Facebook fan page for new posts and comments from customers

2.

Link new posts and comments to an existing customer record

3.

Respond to posts from the existing Salesforce Console for Service

4.

Create and link social personas to contacts

What should a consultant recommend to meet these requirements?

- A. Create a Lightning Platform app for Facebook monitoring.
- B. Enable Social Customer Service.
- C. Integrate Facebook to its existing Customer Community.
- D. Enable Salesforce social profile on contacts.

Correct Answer: D

QUESTION 3

Universal Containers wants to be able to assign Cases based on the same criteria they use for Live Agent chats. Which feature should a Consultant recommend?

- A. Omni-channel Skills-based routing
- B. Live Agent Queue-based routing
- C. Omni-channel Queue-based routing
- D. Case Skills-based Assignment Rules

Correct Answer: B

QUESTION 4

Service Console users work on dozen of cases at one time, and often need to update a case they worked on earlier in the day.

What configuration should a consultant recommend?

- A. Keep all open in tabs.
- B. Use a second Console session.
- C. Define a custom List View.
- D. Add History to the Utility bar.

Correct Answer: D

QUESTION 5

Milestones can be added to which two Object types? Choose 2 answers

- A. Account
- B. Work Order
- C. Last
- D. service

Correct Answer: BC

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