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QUESTION 1

Universal Containers (UC) is currently live with Sales Cloud and in the process of implementing Service Cloud. UC wants to create a sandbox to test its Service Cloud implementation with real Sales Cloud data. Which three Sandbox types can be used to accomplish this?

A. Partial Copy Sandbox

B. Administrator Sandbox

C. Developer Pro Sandbox

D. Full Sandbox

Correct Answer: ACD

QUESTION 2

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 are

A. How should Knowledge be configured? Choose 2 answers.

B. Create three article types for each product area (Personal Banking, Mortgage, CD).

C. Create three data categories for each product area (Personal Banking, Mortgage, CD).

D. Create two data categories to display information (Question/Answer, Product Info).

E. Create two article types to display information (Question/Answer, Product Info).

Correct Answer: BD

QUESTION 3

Support agents need to verify that customers are eligible to receive customer support before they can update the Which two objects are used to verify that a customer is entitled to receive support? Choose 2 answers

A. Contacts

B. Products

C. Service contracts

D. Case history

Correct Answer: AC

QUESTION 4

Universal Containers is bringing a new division under their existing Customer Service Contact Center. This will involve servicing several thousand new customers. Which method should a consultant recommend for importing this data into universal containers service cloud instance

A. Bulk Data Transfer API

B. Java Language Specific Toolkit

C. Data Integration via SOAP API

D. Cloud-to-Cloud Integration Toolkit

Correct Answer: A

QUESTION 5

Univeral 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:

A. Custom indexes

B. Tiered data strategy

C. Record types

D. Divisions

E. Custom search

Correct Answer: ABD

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