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QUESTION 1

How is the hash mark (e.g., #salesforce) used in chatter?

- A. Ties the Chatter message to a topic
- B. Indicates a clickable URL hyperlink
- C. Indicates the name of a group in which to place the Chatter message
- D. Links the Chatter message to Twitter

Correct Answer: A

QUESTION 2

Solution for 15+ MB attachments, 10,000 email cases and 3,000 web cases.

- A. On-demand email to case
- B. On-demand email to case with sites
- C. Email to case with web to case
- D. Email to care with Site

Correct Answer: C

QUESTION 3

Universal Containers knows it will be adding new Cases at a rate of 4-6 million per year and wants to maintain performance over time. Which two recommended techniques should be utilized? Choose 2 answers

- A. Optimize queries to reduce the scope of Cases included with each search.
- B. Create a data retention plan that archives or purges Cases at regular intervals.
- C. Ask contact center managers to review data each quarter to possibly delete.
- D. Write an Apex trigger that deletes one case each time a new case is created.

Correct Answer: AB

QUESTION 4

Universal Containers recently deployed a Salesforce Knowledge implementation, but is looking to evaluate the quality of the articles being produced.

What should the Consultant recommend to gather information on Knowledge article usefulness?

- A. Contact Salesforce to send a report on article efficacy.
- B. Send out a monthly survey to customers requesting feedback.
- C. Install Knowledge Base Dashboards and Reports AppExchange package.
- D. Create a group of super users that will evaluate and manage articles.

Correct Answer: C

QUESTION 5

UCs 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 view articles for the product they support. What solution should a consultant recommend to meet this requirement?

- A. Assign team-based roles to the associated product article types
- B. Assign team-based profiles to the associated product article types
- C. Assign team-based roles to the associated product data category value
- D. Assign team-based profiles to the associated product data category value

Correct Answer: C

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