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QUESTION 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

A. Use Visualforce to create a wizard for each process

B. Organize the fields on the page layout to match each process

C. Use Visual Workflow to streamline the process

D. Create a custom object for each step in the process

Correct Answer: BC

QUESTION 2

What approach should a Consultant use to ensure that Knowledge searches only display articles for a service agent\\'s product specialization?

A. Create a page layout for each record type; assign layouts to service agents.

B. Create a data category for each product; assign data categories to service agents.

C. Create a permission set for each record type; assign permissions to service agents.

D. Create an article action for each record type; assign record types to service agents.

Correct Answer: A

QUESTION 3

A case has not been closed even after 30 days, but those cases can be closed in 7 days. What should the consultant do to overcome this? choose 2 options

A. Use auto response rule to send an email

B. Use escalation rule to send an email

C. Supervisors to investigate those cases

D. Identify those cases and assign to the closure team

Correct Answer: CD

QUESTION 4

The Universal Container\\'s customer support organization has implemented knowledge, knowledge centered support (KCS) in its call center. However, the call center management thinks that agents are not contributing new knowledge

articles as often as they should. What could the company do to address this situation? (choose 2)

A. Require agents to check a box on case when submitting a new suggested article

B. Create a dashboard for articles submitted by agents and approved for publication

C. Measure and reward agents based on the # of new articles submitted for approval

D. Measure and reward agents based on the # of new articles approved for publication

Correct Answer: BC

QUESTION 5

The Support Manager at Universal Containers is getting inaccurate agent performance reports. After researching the data, the Salesforce Administrator has identified hundreds of cases that are closed, but still owned by a queue.

Which two solutions should a Consultant recommend to correct this problem? Choose 2 answers

A. Create a case assignment rule to ensure cases are owned by a user when closed.

B. Use a data tool to update the owner field on closed cases.

C. Create a Process Builder and Flow to change the owner on closed cases.

D. Create a case validation rule to ensure cases are owned by a user when closed.

Correct Answer: AB

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