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QUESTION 1

Universal containers is trying to reduce the amount of time support agents spend creating cases. The new method case creation must allow for 4000 - 5000 new cases a day, as well as the attachment of documents under 25 MB by the customer.

Which method should the consultant suggest?

- A. On-Demand Email-to-case
- B. Standard email to case
- C. Web to case forms
- D. Omni channel routing

Correct Answer: A

QUESTION 2

What should a consultant recommend to ensure chat request contain enough information for customer service representatives to effectively respond?

- A. Customize the lightning console chat page
- B. Configure a chat validation rule
- C. Customize the pre chat form
- D. Configure Lightning Guided Engagement

Correct Answer: C

QUESTION 3

Universal containers would like for articles to be suggested to agents based on information they are typing into the case. What solution should a consultant recommend?

- A. Create a salesforce console for service and enable the knowledge sidebar on the case page layout.
- B. Enable the knowledge sidebar setting in the case support settings.
- C. Create a visualforce page called knowledge sidebar on the case page layout.
- D. Enable the knowledge sidebar related list on the case page layout.

Correct Answer: B

QUESTION 4

Universal Containers is migrating from Classic Knowledge to Lightning Knowledge using the Lightning Knowledge Migration Tool and noticed that none of the Article file attachments were migrated. How can a Consultant migrate the file attachments?

- A. Upload the files as Documents, then relate them to the migrated Articles.
- B. Use the Lightning Knowledge Migration Tool and choose '\\include files\\'.
- C. Use the Files Related List on each article to add files to your articles.
- D. Post the Files to the Chatter Feed on each Article.

Correct Answer: C

QUESTION 5

A Service Consultant has been asked to design a solution for Service Reps to communicate with customers via Twitter. What should the Consultant recommend implementing in the Lightning Service Console?

- A. The Social Feed
- B. A Twitter Macro
- C. The Case Feed
- D. A Custom Component

Correct Answer: C

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