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QUESTION 1

Universal Containers customers are encouraged to submit web cases when they find errors or omissions in product documentation. The information is captured on a case with the "Errata" record type. The Technical Writing Manager would like to send an email to the customer that includes details of the correction process.

What should a consultant recommend to meet this requirement?

- A. Create a workflow rule and email alert action that sends an email to the case contact when a case with the "Errata" record type is created
- B. Create an auto-response rule that sends an email to the case contact when a case with the "Errata" record type is created
- C. Create an Apex trigger that sends an email to the case contact when a case with the "Errata" record type is created
- D. Create an assignment rule that sends an email to the case contact when a case with the "Errata" record type is created

Correct Answer: A

QUESTION 2

The Service Manager at Universal Containers manages three teams. Each team provides support for the specific product. Agents have concerns about seeing search results for other products when searching the knowledge base. The service manager originally provided the teams with full access to the articles.

Which solution will ensure each team sees only the relevant article type for their product?

- A. Create an article action for each record type and assign them to each team based on their product specialization
- B. Create a permission set for each record type and assign them to each team based on their product specialization
- C. Create a page layout for each article type and assign them to each team based on their product specialization
- D. Create a data category for each product and assign them to each team based on their product specialization

Correct Answer: D

QUESTION 3

What are two basic concepts of Knowledge-Centered Support (KCS)? Choose 2 answers

- A. Evolving content-based product lifecycles
- B. Creating content as a result of solving issues
- C. Rewarding learning, collaboration, sharing and improving.
- D. Developing a knowledge base on the experience of an individual

Correct Answer: BC

QUESTION 4

A consultant is working on a Service Cloud implementation with a fixed budget and timeline. The analysis phase of the project has just been completed. Additional requirements were discovered that will result in the project exceeding timeline and budget constraints. What is the first step the consultant should take to address the issue?

- A. Adjust the dates in the project plan to account for the additional requirements and communicate the new timeline.
- B. Add development resources to the project team to build out the additional requirements.
- C. Adjust the project scope to accommodate new requirements and continue with the original project schedule
- D. Document the requirements gap and communicate development options to the project team

Correct Answer: D

QUESTION 5

A recent review of customer satisfaction surveys revealed the support center does a poor job of upsetting new products to customers. Customers report dissatisfaction when calling for troubleshooting, billing, enrollment, or similar issues and receiving a sales pitch. However, customers that have been upsold new products are two times more likely to remain a customer.

What is the recommended method to ensure upselling only occurs when customers are likely to be receptive to the offer?

- A. Validation Rules
- B. Einstein Next Best Action
- C. Service Analytics Predictions
- D. Einstein Reply Recommendations

Correct Answer: D

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