Salesforce Advanced Administrator

1. Universal Containers hascreated Permission Sets granting access to objects and fields in one of its sandboxes.
How should a consultant deploy these Permission Sets to Production?

A. Use a Change Set

B. Manually re-create the Permission Sets

C. Create an Unmanaged Package

D. Publish a Managed Package

Answer(s): A

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2. What should a consultant recommend to ensure chat requests contain enough information for reps to effectively respond?

A. Customize the lightning console that page.

B. Configure a chat validation rule.

C. Customize the pre-chat form.

D. Configure lightning guidedengagement.

Answer(s): C

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3. Which two solutions should Universal Containers consider to increaseContact Center Agent productivity? (Choose 2)

- [ ] A. Enable templates for written responses.

- [ ] B. Increase the number of agents.
- [ ] C. Improve the agent interface.
- [ ] D. Employ surveys to confirm customer satisfaction.

Answer(s): A D

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4. Universal Containers (UC) is updating theService Cloud console app for its call center agents. Management is concerned that deploying the new app will disrupt current operations and impact customer satisfaction.
What should the consultant recommend to mitigation these concerns?

A. Deploy the configured and tested app to production, update the agent's profile to view the app and take away access to the old app.

B. Configure the new app in a sandbox. Use a change-set to push the configuration to production for testing and training.

C. Deploy the configuration from a sandbox to production during the next Salesforce version update so the system only goes down once.

D. Configure the new app m developer org and use an unmanaged package to deploy to production.

Answer(s): D

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5. Universal Containers (UC) wants customers to be notified by email when their issue is resolved. The notification should contain a reference link in the form of their case number. The customer should be able to click the link and be redirected to the resolved case in UC's Community. Which three features must be configured to accomplish this? (Choose 3)

- [ ] A. Email Alert
- [ ] B. Email Relay
- [ ] C. Email Template

- [ ] D. Assignment Rule
- [ ] E. Workfl

Answer(s): A C E

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6. At Universal Containers, a support agent dedicated to one customer regularly handles complex integration-related cases. In these cases, the agent collaborates with Universal Containers product development team and the client's system integration. What would theconsultant recommend to expedite the handling of these cases?

A. Build a repository of Knowledge articles related to integration and share it with the customer.

B. Enable Chatter case feed and add product development team members to the case team.

C. Create a related child case and assign the child case to the product development team.

D. Create a private Chatter group with customers and invite key individuals to join the group.

Answer(s): D

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7. Universal Container'sagent's need to be more productive when cases. Agent want to send email to customers prior to violating an SLA based on three different SLA levels using macros. What two solutions can a consultant suggest to meet the agent's requirements? (Choose 2)

- [ ] A. Add multiple ELSE IF blocks after the IF block
- [ ] B. Add conditional logic to the instructions
- [ ] C. Create a formula to build the macro logic around
- [ ] D. Add a formula block to the macro

Answer(s): C D

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8. Service Representatives are complaining that their Lightning Service Console is too crowded making it difficult to find the tabs and features they need. After reviewing the Service Representatives console use, all configuredfeatures are required. Which solution should a Consultant suggest to improve the efficiency of console users?

A. Enable Keyboard shortcuts

B. Define criteria-based record page components

C. Configure Macros

D. Create multiple Console layouts

Answer(s): A

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9. Universal Containers requires a scheduling solution that will allow Managers to coordinate service engineers across multiple Territories.
What solution should a consultant recommend?

A. Field ServiceLightning

B. Lightning Console

C. Salesforce Mobile App

D. Employee Community

Answer(s): A

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10. Universal Containers recently rolled out a Salesforce Knowledge implementation; however, users are finding unreliable and unrelated Knowledge Articles displayed in the Knowledge One widget in the Salesforce Console.
Which two actions should a Consultant recommend to address the lack of quality checking? (Choose 2)

- [ ] A. Set up an intuitive Data Category hierarchy
- [ ] B. Restrict the ManageArticles user permission
- [ ] C. Enable and configure wildcards for article searches
- [ ] D. Require that an article be added when closing a case

Answer(s): A B

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11. A contact center was unable to assign cases by case type before service was implemented, the director support needs to know which metrics to examine to determine whether the newly set up assignment rules are assigning a similar number of cases to each agent. Which metric should be recommended? (Choose 2)

- [ ] A. Number of cases created sorted by order
- [ ] B. Number of cases by type by owner
- [ ] C. Number of cases in each status
- [ ] D. Number of solutions created per agent

Answer(s): A B

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12. A customer-submitted case isrouted to a service desk agent at Universal Containers. After the agent responds to the case, the agent realizes the customer is not eligible for support. Which solution should a consultant recommend to prevent this scenario from happening in the future?

A. Add the entitlement related list to account page layouts.

B. Add the entitlement lookup field to case page layouts.

C. Add a Validation Rule that ensures each Case has an entitlement.

D. Add a Validation Rule that ensures each Account has an entitlement.

Answer(s): A

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13. A client's Support Call Center has seen an increase in call volume on a newproduct line. The agents are having problems resolving issues and have been escalating to Tier 2 for support. Which action should be taken to reduce the call volumes and escalations?

A. Create Knowledge Articles and publish internally and publicly.

B. Configure IVR routing to bypass Tier 1 for the product line.

C. Configure Omni-channel to assign cases directly to Tier 2.

D. Create a dashboard to track and manage call volumes by type.

Answer(s): A

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14. UC wants to implement a Knowledge management process withthe following requirements: It must contain four different kinds of content: customer FAQs, product specifications, contact center procedures, and product manuals. It must provide the ability to filter Knowledge search results by a single product, multipleproducts, or all 56 products. Any product-related content created by contact center agents must be approved by the contact center manager and the Knowledge manager before being published. Product content should only be visible internally to contact centeragents who handle the product.
How should a consultant recommend that Knowledge be configured? (Choose 3).

- [ ] A. Configure workflow rules for each data category
- [ ] B. Configure article types for each kind of content
- [ ] C. Define approval processes for eacharticle type
- [ ] D. Define approval processes for each product
- [ ] E. Configure data category values for each product

Answer(s): A B E

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15. UC has a three-tiered contact center.Cases are routed to Tier 1 or Tier 2 based on severity, priority, complexity, or SLAs. Cases are assigned to Tier 3 only if they are escalated by Tier 1 and Tier 2.
How can UC measure case escalation?

A. Create a case report to show all cases across tiers filtered by an escalation flag.

B. Create an approval process to ensure only the appropriate cases get escalated.

C. Create a case report to show the number of cases for each tier and sort them by case owner.

D. Create a custom trigger to generate history when cases get escalated between tiers.

Answer(s): A

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16. Universal Containers has activated Email-to-Case functionality to allow customers to correspond with support agents via email. Which options areavailable with Email-to-Case? (Choose 2)

- [ ] A. Only one inbound email address can be used for Email-to-Case
- [ ] B. Follow-up emails and attachments related to a case are attached to the case
- [ ] C. Assignment, escalation, and workflow rules are processed on inboundemails
- [ ] D. Follow-up emails related to a case will update the case comments

Answer(s): B D

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17. Service Console users work on dozen of cases at one time, and often need to update a case they worked on earlier in the day.
What configuration should a consultant recommend?

A. Keep all open in tabs.

B. Use a second Console session.

C. Define a custom List View.

D. Add History to the Utility bar.

Answer(s): D

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18. The Support Manager at UniversalContainers wants to improve visibility to cases across the organization and has decided that Product Managers should be more involved in the case management process. The Support Manager has created predefined case teams for each product and trained Support Agents to add the appropriate case team to each case. Which two solutions will allow Product Managers to quickly see and review the cases that are created for their products? (Choose 2)

- [ ] A. Create a case queue for all created or updated cases.
- [ ] B. Create a case report that displays all created or updated cases.
- [ ] C. Create an email alert notification for Case Teams.
- [ ] D. Create a case list view that is filtered by My Case Teams.

Answer(s): A C

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19. Universal Containers, a new Salesforce customer, needs its millions of consumers to have public access toKnowledge on its corporate website. The consumers also need the ability to login to create, update, and read historical cases.
Which product and license type would meet all of these requirements?

A. Force.com Sites with Knowledge and Email-to-Case

B. Visualforce and Self-Service Portal

C. Force.com Sites with Knowledge and Web-to-Case

D. Force.com Sites and High-Volume Customer Portal

Answer(s): D

20. Universal Containers has scheduled a major upgrade to its Customer Community next month. The community is expected to beunavailable for approximately 8 hours. The executive team is concerned about how the upgrade and associated outage will impact customers. Which three measures should the Consultant recommend to ensure transparency during the upgrade process? (Choose 3)

- [ ] A. Publish ongoing updates to the community knowledge base with details about the upgrade.
- [ ] B. Communicate information about the upgrade to customers in advance.
- [ ] C. Send routine status updates to customers via Chatter during the upgrade.
- [ ] D. Replace the default outage page with a custom page containing upgrade information.
- [ ] E. Notify customers once the upgrade is completed and full services are restored.

Answer(s): B D E