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Salesforce Administer and Maintain Service Cloud Sample Questions (Q103-Q108):

NEW QUESTION # 103
Universal Containers wants to move articles from an old database to its new Salesforce Knowledge system. Many of the how-to articles include images that need to be transferred.
What should a consultant consider when moving these images into Salesforce Knowledge?

- A. Add images to an HTML file.
- B. Ensure each image is less than 25 MB.
- C. Change all images to JPEG files.

Answer: B

Explanation:
When moving images into Salesforce Knowledge, it's important to ensure that each image file size does not exceed Salesforce's maximum file size limit, which is typically 25 MB. Adhering to this constraint ensures that images can be successfully uploaded and displayed within Knowledge articles.

NEW QUESTION # 104
The Universal Containers sales team has been so successful in signing new customers that the support team is unable to provide same-day customer
assistance.
What should a consultant recommend to address this problem?

- A. Limit Customers to 5 Cases per day.
- B. Ask sales reps to respond to support Cases
- C. Provide a self-help Customer Community.
- D. Add more support phone lines.

Answer: C

NEW QUESTION # 105
Cloud Kicks has implemented a review process for all new knowledge articles. Each article must be reviewed and approved by a subject matter expert before becoming available to users.
Which step is necessary to make articles visible in all the selected channels?

- A. Agents must click Publish after the Approval Process.
- B. Set the final approval action to "Lock the record for editing".
- C. Approve articles from the Knowledge approval page to Publish.
- D. The Approval Process will automatically Publish.

Answer: C

Explanation:
Approving articles from the Knowledge approval page to Publish is a necessary step to make articles visible in all the selected channels after implementing a review process for all new knowledge articles. The Knowledge approval page is a page that shows all the articles that are pending approval or have been approved or rejected. Approving articles from this page will change their status to Published, which means they are visible in all the selected channels, such as internal app, customer community, or public knowledge base. Verified Reference: : https://help.salesforce.com/s/articleView?id=sf.knowledge_approval_page.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.knowledge_article_visibility.htm&type=5

NEW QUESTION # 106
Universal Containers wants to let its customers interact real-time with support agents from their computers and mobile devices.
What feature should a consultant recommend to meet this requirement?

- A. Case Assignment Rules
- B. Customer Community
- C. Embedded Chat Service
- D. Web-to-Case

Answer: C

NEW QUESTION # 107

Cloud Kicks is changing its case management system to Salesforce. All active accounts, contacts, and closed cases for the past 5 years need to be migrated to Salesforce for go-live.

Which approach should a consultant use for data migration?

- A. Plan, Prepare, Test, Execute, Validate
- B. Plan, Prepare, Execute, Test, Validate
- C. Prepare, Plan, Test, Validate, Execute

Answer: A

Explanation:

For data migration to Salesforce, including active accounts, contacts, and historical cases, the recommended approach is to Plan, Prepare, Test, Execute, and Validate. This structured approach ensures thorough preparation, testing for accuracy, execution of the migration, and validation of the data post-migration, ensuring a smooth transition to Salesforce with accurate and complete data.

NEW QUESTION # 108

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