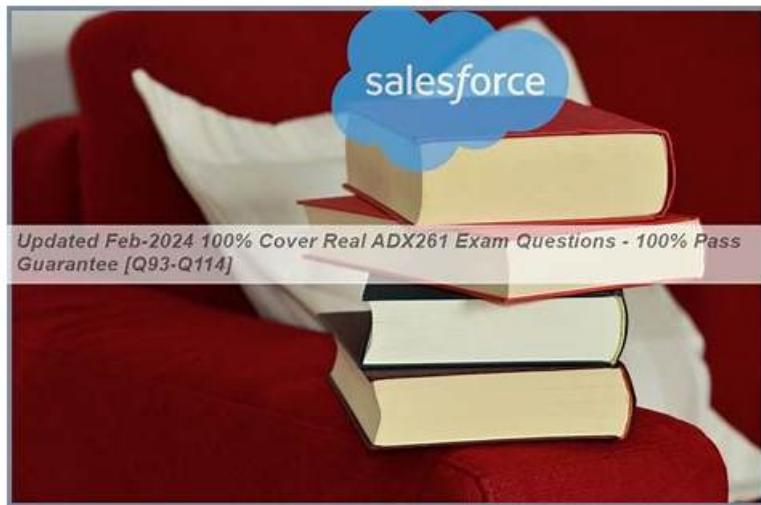


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## Salesforce Administer and Maintain Service Cloud Sample Questions (Q173-Q178):

### NEW QUESTION # 173

Field engineers often need to access current inventory levels of products the customer has purchased while at customer sites. Which solution should a Consultant recommend to meet this requirement?

- A. Implement Field Service Lightning
- B. Integrate with an enterprise resource planning system
- C. Develop and publish a knowledge management system

- D. Configure Visual Flows on Salesforce mobile.

**Answer: A**

Explanation:

Field Service Lightning is a product that enables you to manage your mobile workforce, optimize schedules, track inventory, and resolve issues in the field. Field engineers can use the Field Service Lightning mobile app to access current inventory levels of products the customer has purchased while at customer sites. They can also view their assigned work orders, get directions, update statuses, and capture signatures. Verified Reference: Field Service Lightning Overview

**NEW QUESTION # 174**

Cloud Kicks' development team must manage multiple projects that compete for limited resources. The team needs to change directions often and start urgent work quickly.

Which step should a consultant recommend completing before beginning the build phase?

- A. Test
- B. Enablement
- **C. Design**

**Answer: C**

Explanation:

Before beginning the build phase, especially in environments where projects are numerous and resources are limited, the design phase is crucial. This phase involves planning, creating mock-ups, and defining the project's scope and requirements. It sets a clear direction and ensures that all stakeholders have a shared understanding of the project's goals and how they will be achieved, thereby streamlining the development process and reducing the need for significant changes during the build phase.

**NEW QUESTION # 175**

Service representatives are complaining that their lightning service console is too crowded. Making it difficult to find tabs and features required. After reviewing service console all configured features are required.

- **A. Define criteria-based record page components**
- B. Configure Macros
- C. Enable keyboard shortcuts
- D. Create multiple console layouts

**Answer: A**

Explanation:

Defining criteria-based record page components is a solution that can address the issue of the Lightning Service Console being too crowded for service representatives. Criteria-based record page components allow administrators to customize which components are displayed on a record page based on certain conditions, such as record type, field value, or user profile. This can help declutter the console and show only relevant components for each case. Verified Reference: [https://help.salesforce.com/s/articleView?id=sf.console2\\_components\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.console2_components_overview.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.console2\\_components\\_criteria\\_based.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.console2_components_criteria_based.htm&type=5)

**NEW QUESTION # 176**

Senior Agents report that there are so many buttons and components on the Case layout that it is difficult for them to remember which features should be used.

How can a consultant address this concern?

- A. Implement record types and page layouts.
- B. Improve Validation Rule messages.
- **C. Use Einstein Next Best Action.**
- D. Configure Path for Cases.

**Answer: C**

#### Explanation:

Using Einstein Next Best Action is a solution that can address the concern of having too many buttons and components on the Case layout. Einstein Next Best Action is a feature that uses artificial intelligence to suggest the best actions or offers for each case, based on the case information, business rules, and predictive models. Einstein Next Best Action can help agents focus on the most relevant and effective features for each case and reduce clutter on the Case layout. Verified Reference: : [https://help.salesforce.com/s/articleView?id=sf.next\\_best\\_action\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.next_best_action_overview.htm&type=5) : [https://help.salesforce.com/s/articleView?id=sf.next\\_best\\_action\\_setup.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.next_best_action_setup.htm&type=5)

#### NEW QUESTION # 177

The support management team at Universal Containers has noticed an increase in wait times over the last several months when customers call in for support.

What should a consultant recommend to help decrease customer wait times?

- A. Create case escalation rules to route high-priority cases directly to supervisors for resolution.
- B. Set up analytical snapshots to capture key case information and create historical trending reports.
- **C. Create reports to analyze data in order to understand peak times and ensure adequate.**

#### Answer: C

#### Explanation:

To decrease customer wait times, creating reports to analyze call volume and identify peak times is recommended. Understanding peak periods allows for strategic staffing and resource allocation, ensuring that enough agents are available to handle the increased volume, thus reducing customer wait times.

#### NEW QUESTION # 178

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