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Salesforce Administer and Maintain Service Cloud Sample Questions (Q68-Q73):

NEW QUESTION # 68
As part of a service improvement project, Cloud Kicks (CK) has implement Knowledge management for its support agents. Several months after the implementation, CK management notices an inconsistency in reported customer satisfaction, CPIS show a decrease; however, many customers have provided testimonials about great support experinces.
Which KPI should help explain the disparity?

- A. Measure difference in CSAT ol cases with and without articles attached.
- B. Benchmark the average cases per agent versus the team average across each case channel
- C. Track the average calls per day, average cases per agent, and average cases per case type.
- D. Track not promoter scores as part of an automated survey after case closure for every cote.

Answer: D

Explanation:
Tracking Net Promoter Scores (NPS) as part of an automated survey after case closure for every case is a KPI that can help explain the disparity between customer satisfaction and CSAT. NPS is a metric that measures how likely customers are to recommend a company or product to others, based on a scale from 0 to 10. NPS can help capture the overall loyalty and satisfaction of customers, as well as their feedback and testimonials. NPS can be integrated with Salesforce using third-party apps or custom solutions. Verified Reference: : https://help.salesforce.com/s/articleView?id=sf.nps_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.nps_salesforce.htm&type=5

NEW QUESTION # 69
Universal Containers (UC) wants to report on how many customers with Service Contracts have specific entitlements to determine if UC's support offerings should be adjusted.
Which feature should the consultant recommend?

- A. Build a custom report type.
- B. Build a dashboard.
- C. Build a joined report.

Answer: A

Explanation:
Creating a custom report type allows for more flexibility in reporting by combining different objects and their relationships, such as Service Contracts and Entitlements in this case. Universal Containers can use a custom report type to specifically analyze customers with Service Contracts and their associated entitlements, providing insights into support offerings and potential adjustments.

NEW QUESTION # 70
Universal Containers wants to automate the process of case creation. While conducting a business process review, the consultant learned that customers sometimes upload digital pictures of the problem.
Following best practices, which solution should a consultant recommend?

- A. Web-to-Case
- B. Email-to-Case
- C. AppExchange package

Answer: B

Explanation:
For automating case creation and accommodating customers who upload digital pictures, Email-to-Case is the best practice solution. It allows customers to send emails with attachments, which are automatically converted into cases, including the digital pictures, streamlining the case creation process and improving response times.

NEW QUESTION # 71

A company is planning for the migration of an existing external knowledge base into Salesforce Knowledge.
Which set of factors should be considered when selecting the articles to migrate?

- A. Last modified date and terms searched frequently in the last year
- B. Original creation date and total number of article views in the last year
- C. Last modified date and total number of article views in the last year

Answer: C

Explanation:
When migrating an external knowledge base into Salesforce Knowledge, considering the last modified date and total number of article views in the last year is essential. These factors help identify the most relevant and frequently used content, ensuring that the migrated knowledge base is up-to-date and meets the users' needs. The last modified date indicates the currency of the information, suggesting that the content is still relevant and maintained. The total number of views serves as an indicator of the article's usefulness and popularity among users. Focusing on these factors during the migration process ensures that the most valuable and current content is prioritized, enhancing the effectiveness of the Salesforce Knowledge base.

NEW QUESTION # 72

Cloud Kicks' service agents frequently receive requests for order updates. All order information is managed by a separate cloud-based enterprise resource planning (ERP) system.
Agents currently jump between applications to search for these details and have asked if this process can be improved.
Which approach should the consultant recommend to streamline the process?

- A. Create a dynamic action that launches the ERP system with a deep link to the order locator.
- B. Use Salesforce Connect and External Objects to represent this information in Salesforce.
- C. Create a batch integration process that runs hourly to pull all order updates into Salesforce

Answer: B

NEW QUESTION # 73

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