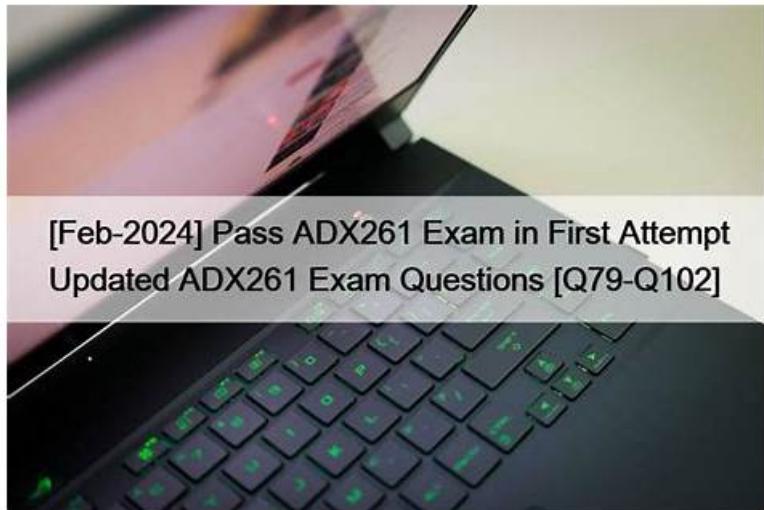


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## Salesforce Administer and Maintain Service Cloud Sample Questions (Q15-Q20):

### NEW QUESTION # 15

Universal Containers wants to implement a customer service community.

The goal of the community is to enable community members to access, create, and manage cases online.

How should the consultant implement these requirements?

- A. Change the org-wide default for cases and contacts internal access to private.
- B. Update the case assignment rule to add the community member to the predefined case team.
- C. Set up a sharing set to grant access based on the community member's contact record.
- D. Create a sharing rule to share the contact record with the community member.

**Answer: C**

### NEW QUESTION # 16

Universal Containers is using Service Cloud for customer entry and case management, but order fulfillment, inventory, invoicing, and financial data are stored in other systems.

Which solution should a consultant recommend for integration?

- A. Utilize an AppExchange integration package.
- B. Utilize Apex with integrated External Objects.
- C. Utilize MuleSoft to integrate the systems.

**Answer: C**

### NEW QUESTION # 17

Cloud Kicks will use the Salesforce Knowledge Article Importer to migrate existing articles from another knowledge base. The current knowledge base includes how-to guides written in HTML.

What is the recommended method to import the how-to guides into Salesforce Knowledge?

- A. Modify the import parameters to specify HTML encoding.
- B. Change the HTML format first to support subfields.
- C. Create an HTML file for each rich text area field.

**Answer: C**

Explanation:

When migrating how-to guides written in HTML to Salesforce Knowledge, the recommended approach is to create an HTML file for each article's rich text area field. This method ensures that the HTML content is properly formatted and displayed within Salesforce Knowledge articles, preserving the original layout and functionality of the how-to guides.

### NEW QUESTION # 18

Universal Containers wants to implement a customer service site. The goal of the site is to enable community members to access, create, and manage cases online.

How should the consultant implement these requirements?

- A. Change the org-wide default for cases and contacts internal access to private.
- B. Create a sharing rule to share the contact record with the site member.
- C. Update the case assignment rule to add the site member to the predefined case team.
- D. Set up a sharing set to grant access based on the site member's contact record.

**Answer: D**

### NEW QUESTION # 19

Universal Containers is training a new set of service agents. Part of the training includes handling messaging from customers.

However, it is important that contact center managers monitor the messaging sessions to ensure the service agents' responses are professional and accurate and that the managers are able to assist when needed.

Which Lightning Console feature should a consultant configure to support this need?

- A. Chat Supervisor tab and Whisper Messages
- B. Incident Management tab and Whisper Messages
- C. Omni-Channel Supervisor and Whisper Messages

**Answer: C**

Explanation:

To enable contact center managers to monitor messaging sessions and provide guidance to service agents, configuring the Omni-Channel Supervisor feature along with Whisper Messages is recommended. This setup allows managers to oversee agent-customer interactions in real-time and offer discreet advice to agents during messaging sessions, ensuring professionalism and accuracy in responses.

## NEW QUESTION # 20

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