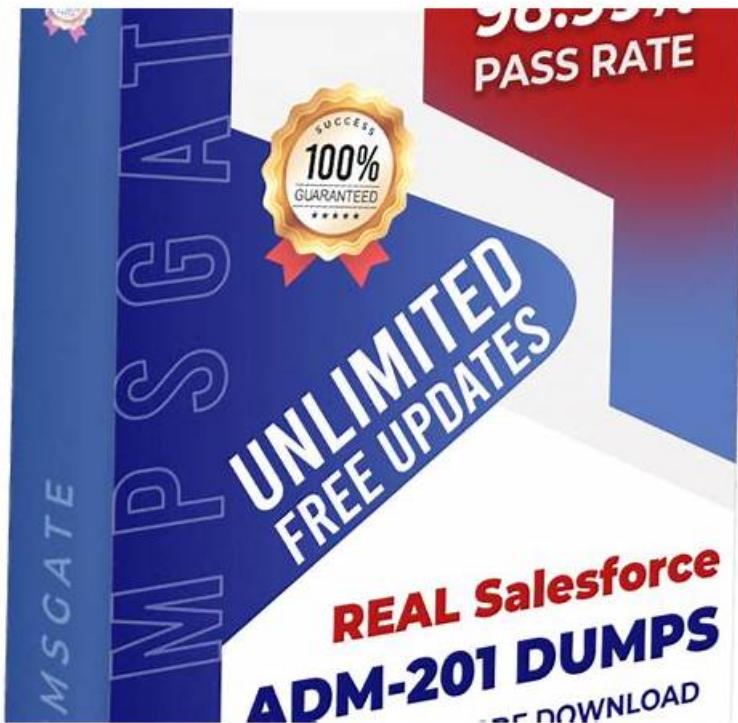


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## Salesforce Administer and Maintain Service Cloud Sample Questions (Q22-Q27):

### NEW QUESTION # 22

Cloud Kicks uses Social Customer Service to create and respond to customer cases. After closing a case, service agents are seeing duplicate cases the customer makes a new social post.

What should a consultant recommend?

- A. Configure a Macro to close the duplicate case
- B. In Inbound Setting, set Enable Case Reopen to 3 days.
- C. Change the Run Apex As User to a service agent profile.
- D. Establish Duplicate Rules to find similar cases.

**Answer: D**

### NEW QUESTION # 23

The support team at Cloud Kicks would like to implement a messaging tool to address common customer feedback and concerns. The support team also wants to extend their support capabilities.

What should the consultant recommend to meet the requirement?

- A. Slack Connect
- B. Service GPT
- C. Einstein Bots

**Answer: C**

### NEW QUESTION # 24

Universal Containers (UC) has created a new partner onboarding process that requires an agent to create 10 open activities that correlate to a step of the onboarding experience. UC typically adds 20 new partners a week. Creating activities is labor intensive and can take up to 20 minutes each to complete.

What is a cost-effective method for agents to create these activities?

- A. Leverage Einstein Case Wrap-Up.
- B. Navigate a Screen Flow.
- C. Execute a macro

**Answer: C**

### NEW QUESTION # 25

Universal Containers (UC) is coaching new service agents to improve their productivity and service quality. The agents must understand how to intake a case, mark the required fields for product issues, how to wrap up a case, and how to escalate a case. Which solution should the consultant advise that service supervisors use to meet these requirements?

- A. Set up steps with flows in an Actions & Recommendations deployment. Add the component to the service agent record page. Use Action History to spot check adherence.
- B. Place a flow in a Flow component on the case record. Add a custom field to the flow for tracking progress. Create a custom report type for providing the metric.
- C. Create an Omni-Flow for routing. Use a Screen Pop that serves a flow and the interaction record for the service agent. Report on the Average Handle Time and CSAT.

**Answer: A**

### NEW QUESTION # 26

As part of a service improvement project, Cloud Kicks (CK) has implemented 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 experiences. Which KPI should help explain the disparity?

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

**Answer: A**

## NEW QUESTION # 27

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