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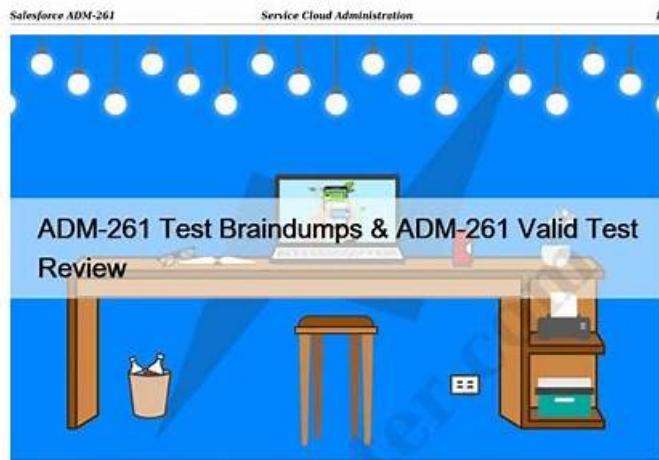
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Salesforce Administer and Maintain Service Cloud Sample Questions (Q129-Q134):

NEW QUESTION # 129
The customer' support team at Universal Containers (UC) has noticed a large increase in Case Resolution times recently. UC wants to use Einstein for Service to help agents locate the relevant information more quickly.
Which feature should the consultant recommend?

- A. Einstein Reply Recommendations
- B. Einstein Bots 27: B is correct answer
- C. Einstein Article Recommendations

Answer: C

NEW QUESTION # 130
Cloud Kicks is planning to provide different levels of support to customers in order to ensure its agents are working within the confines of the service-level agreements (SLAs).
Which feature should the consultant consider?

- A. Case Management
- B. Entitlements
- C. Service Contracts

Answer: B

NEW QUESTION # 131
What should a consultant recommend service agents use?

- A. Einstein Next Best Action Strategy Guilder.
- B. Paused now interviews Lightning Component.
- C. History tab on the Actions & Recommendations comporent.
- D. Recommendation Strategy Metrics related list.

Answer: C

Explanation:
The History tab on the Actions & Recommendations component is a feature that service agents can use to review the actions they have taken on a case, such as applying macros, sending emails, or updating fields. The History tab also shows the outcome of each action, such as success, failure, or partial success. This helps agents keep track of their progress and troubleshoot any issues.
Verified Reference: : Review Your Actions History

NEW QUESTION # 132
Support managers have requested the ability to provide real-time feedback to agents during customer chat sessions.
Which feature should a consultant configure to meet this requirement?

- A. Omni-Channel Supervisor
- B. Chatter
- C. Flow Orchestrator

Answer: A

NEW QUESTION # 133

Universal Containers (UC) is planning to use Service Cloud Messaging to send SMS messages to customers. Messages are always between 175 and 255 characters.

What should the consultant recommend that UC use for messaging?

- A. SMS Long Code
- B. SMS Enhanced
- C. SMS Short Code

Answer: A

NEW QUESTION # 134

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