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## Salesforce Administer and Maintain Service Cloud Sample Questions (Q125-Q130):

### NEW QUESTION # 125

Which feature should a Consultant recommend to allow a Tier 2 Service Representative to take over case processing from Tier1 and know how far Tier1 had progressed in troubleshooting?

- A. Lightning Flow Component
- B. Service Console Macros
- C. Path for Cases
- D. Lightning Guided Engagement

**Answer: C**

Explanation:

Path for Cases is a feature that allows service reps to see where they are in the process of resolving a case and what steps they need to take next. Path for Cases displays key fields and guidance for each stage of the case lifecycle, such as New, Working, Escalated, or Closed. Path for Cases can help a Tier 2 service representative take over case processing from Tier 1 and know how far Tier 1 had progressed in troubleshooting by showing them the current status and values of the case. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Set Up Path for Cases

### NEW QUESTION # 126

Support is divided by product line at Universal Containers. Each product line has its own support reps, queue, articles, and record types. Support reps only work within their product line. To help standardize communications with customers, the support administrator would like to implement quick texts. Quick texts are unique to each product line.

How should the administrator ensure support reps only have access to quick texts for their specific product line?

- A. Add a permission set for Read access to the appropriate product line.
- B. Create a folder for each product line and share them with public groups.
- C. Set the organization-wide default to Private and create sharing rules to share them with roles.

**Answer: B**

### NEW QUESTION # 127

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**

Explanation:

To help agents locate relevant information more quickly and address the increase in case resolution times, recommending the use of Einstein Article Recommendations is appropriate. This feature uses AI to suggest relevant Knowledge articles to agents based on the case context, enhancing efficiency and accuracy in resolving customer queries.

### NEW QUESTION # 128

Universal Containers wants to implement Knowledge to assist agents with the resolution of cases. Which three recommendations should a consultant make to meet this requirement? Choose 3 answers

- A. Enable article submission during case close.
- B. Enable article customization for open cases.
- C. Enable agents to create their own personal articles.
- D. Create an email template to send articles as PDF attachments.

- E. Enable suggested articles on new cases.

**Answer: A,D,E**

## NEW QUESTION # 129

Universal Containers (UC) faces challenges in efficiently managing and responding to a growing number of customer queries within Service Cloud. A consultant is advising on the implementation of chatbots to improve current customer support operations. Which specific aspect should UC prioritize when implementing chatbots to improve customer support operations?

- A. Work on integrating with social media platforms.
- B. Emphasize continuous monitoring of chat.
- C. Focus on scalability for handling high inquiry volume.

**Answer: C**

### Explanation:

When implementing chatbots to improve customer support operations, prioritizing scalability is crucial. Scalability ensures that the chatbot system can handle a high volume of inquiries efficiently, without compromising response times or customer experience. This focus helps in managing peak periods and growing customer bases, making chatbots a sustainable solution for enhancing support operations.

## NEW QUESTION # 130

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