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Salesforce Administer and Maintain Service Cloud Sample Questions (Q73-Q78):

NEW QUESTION # 73

Universal Containers wants to ensure the contracted service level requirements for its customers are being met. What should a consultant configure to meet this requirement?

- A. Entitlement processes, contracts, contract line items, and entitlements
- B. Entitlement processes, contract line items, milestone, and entitlements
- **C. Entitlement processes, milestones, milestone actions, and entitlements**

Answer: C

NEW QUESTION # 74

Service Representatives are complaining that their Lightning Service Console is too crowded making it difficult to find the tabs and features they need. After reviewing the Service Representatives console use, all configured features are required. Which solution should a Consultant suggest to improve the efficiency of console users?

- A. Create multiple Console layouts
- B. Configure Macros
- **C. Define criteria-based record page components**
- D. Enable Keyboard shortcuts

Answer: C

Explanation:

Criteria-based record page components are components that only display on a record page when certain conditions are met. For example, you can show a component only when the case status is closed, or when the case priority is high. This way, you can reduce the clutter on the Lightning Service Console and make it easier for service representatives to find the tabs and features they need. You can use the Lightning App Builder to define criteria-based record page components for different objects and apps. Verified Reference: [Criteria-Based Record Page Components]

NEW QUESTION # 75

Universal Containers (UC) has implemented Knowledge-Centered Support (KCS). Specific article types and categories require approval. Both the "Publish Articles" and the "Submit for Approval" buttons are available on page layouts. Agents are forgetting to submit certain article types for approval. UC wants to automate the Approval Process. What should a consultant recommend to meet the requirement?

- **A. Use a record-triggered flow to submit all articles for approval.**
- B. Use a record-triggered flow to determine when article approvals are needed.
- C. Use a scheduled action to determine when article approvals are needed.

Answer: A

NEW QUESTION # 76

After migrating to Lightning Experience, users are complaining that they are unable to create a Knowledge article when closing a case.

How should the consultant resolve this issue?

- A. Inform users that the only way to create articles is from the Knowledge component.
- **B. Add the Manage Salesforce Knowledge permission to the user's profile.**
- C. Enable Read/Write/Create permissions for Knowledge articles.

Answer: B

NEW QUESTION # 77

The support manager at Universal Containers is getting inaccurate agent performance reports. After researching the data, the Salesforce admin has identified hundreds of cases that are closed but still owned by a queue. Which solution should a consultant recommend?

- A. Use Data Loader periodically to assign these cases to a default owner.
- **B. Create a case validation rule to ensure cases are owned by a user when closed.**
- C. Create a case assignment rule to ensure cases are owned by a user when closed.

Answer: B

Explanation:

To address the issue of closed cases still owned by a queue, implementing a case validation rule is the most effective solution. This rule can enforce that cases must be transferred to an individual user's ownership before they can be marked as closed. This ensures data accuracy in reports and helps in evaluating agent performance more reliably, as cases will correctly reflect their final ownership status.

NEW QUESTION # 78

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