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## Salesforce Administer and Maintain Service Cloud Sample Questions (Q109-

# Q114):

## NEW QUESTION # 109

Universal Containers is initiating a program to improve customer satisfaction. As part of the program, customers must be surveyed after the case is closed to ensure the customer is satisfied and the issue has been resolved.

Which solution should a consultant recommend to meet this requirement?

- A. Use auto-response rules to send an email to the customer.
- B. Use Flow Builder to send an email to the customer.
- C. Use Escalation Rules to assign the case to a case queue.

**Answer: B**

Explanation:

To survey customers for satisfaction after case closure, utilizing Flow Builder to automate the sending of survey emails is recommended. This solution allows for the creation of a customized workflow that triggers an email survey to the customer once a case is marked as closed, ensuring timely feedback collection and aiding in the continuous improvement of customer satisfaction.


## NEW QUESTION # 110

Cloud Kicks (CK) often needs to seek assistance within its organization to resolve cases with its customers. Sometimes, CK needs partners to engage as well. CK wants a solution that is the most effective for case communication while documenting the conversation history.

Which feature should the consultant recommend to meet the requirement?

- A. Use Slack for Service for Case Swarming.
- B. Send Email Quick Action to loop in the stakeholders.
- C. Use child Cases to interact with the partner.

**Answer: A**

Explanation:

For Cloud Kicks to effectively collaborate within the organization and with partners on resolving cases, using Slack for Service for Case Swarming is recommended. This solution facilitates real-time communication and collaboration, bringing together the necessary stakeholders and documenting the conversation history within the context of each case, enhancing problem-solving and case resolution processes.


## NEW QUESTION # 111

Ursa Major Solar provides onsite support for customers' solar panels. Dispatched technicians work in a specific geography during set hours of the day. Managerrefit wants to minimize the number

of rescheduled appointments by ensuring technicians have the required products to complete repairs.

Which feature should a Service Cloud consultant recommend?

- A. Service Appointment Bundling
- B. Work Oder Assignment
- C. Operating Hours and Shifts
- D. Field Service Inventory

**Answer: D**

Explanation:

Field Service Inventory is a feature that allows technicians to track and manage the products they need to complete their work orders. It also helps managers to optimize inventory levels and replenishment across warehouses and service vehicles. By using Field Service Inventory, Ursa Major Solar can ensure that technicians have the required products to complete repairs and minimize the number of rescheduled appointments


## NEW QUESTION # 112

Universal Containers has recently implemented an Experience Cloud site to allow its customers to create and update their cases

online. Customers should only be able to access the cases where they are listed as the contact, including cases created by the their behalf. support team on What should a consultant recommend to meet the requirement?

- **A. A sharing set to grant the Experience Cloud site user access to records associated to their Contact record**
- B. A sharing rule to ensure record access is granted based on the Experience Cloud site user role hierarchy
- C. An organization-wide default of Public Read/Write on the Case object

**Answer: A**

Explanation:
To ensure customers can access only their cases, including those created on their behalf, configuring a sharing set in the Experience Cloud site is recommended. This grants site users access to case records associated with their contact, ensuring secure and appropriate visibility in line with the requirement.

## NEW QUESTION # 113
A consultant is working on a Service Cloud implementation with a fixed budget and timeline. Additional requirements were discovered early on that will result in the project exceeding timeline and budget constraints.
What is the first step the consultant should take to address the issue?

- **A. Document the gap in requirements and discuss the schedule and budget impact with the project team.**
- B. Incorporate the additional requirements into the project scope and continue with the original project schedule.
- C. Send a change order to the client to account for the additional budget requirements.

**Answer: A**

## NEW QUESTION # 114
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