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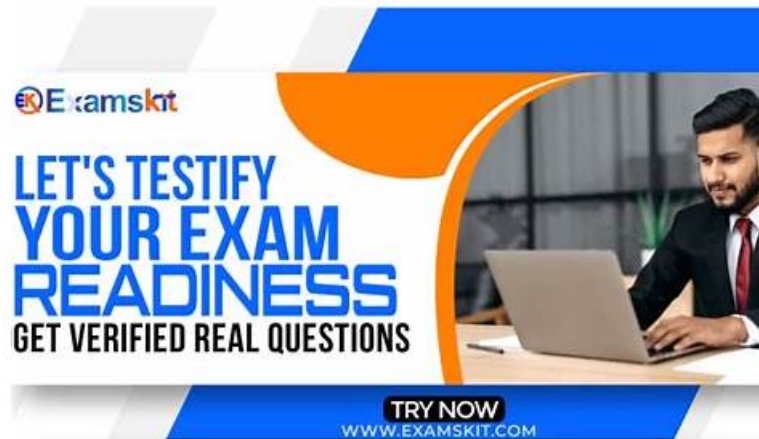
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Salesforce Administer and Maintain Service Cloud Sample Questions (Q67-Q72):

NEW QUESTION # 67
Cloud Kicks uses Service Cloud and Slack. For difficult casesm service agents wants to create a swarm in Slack to pull in in experts from multiple How should the consultant recommend an agent launch a swarm?

- A. Dynamic Form

- B. Quick Action
- C. Scheduled flow
- D. Apex Trigger

Answer: B

Explanation:
A quick action is the recommended way to launch a swarm in Slack from Service Cloud, because it allows agents to create a Slack channel, invite experts, and share case details with one click. A quick action can be added to the case page layout or the case feed2
Verified Reference: 2: Create a Swarm in Slack

NEW QUESTION # 68
Universal Containers wants to reduce the amount of time support agents spend creating cases. Case creation must scale up to 5,000 new cases per day and allow file attachments under 10 MB by the customer.
Which feature should the consultant suggest?

- A. Email-to-Case
- B. Web-to-Case
- C. On-Demand Email-to-Case

Answer: B

NEW QUESTION # 69
Milestones can be added to which two Object types?
Choose 2 answers

- A. Account
- B. Last
- C. service
- D. Work Order

Answer: B,D

NEW QUESTION # 70
As part of a new Salesforce Knowledge implementation, Universal Containers would like to migrate articles from their current database.
Which factor should a Consultant consider as part of the migration strategy?

- A. Prepare a single .csv file that can be used to migrate all articles types at once and include with a properties file in a .zip for import.
- B. Convert any articles containing HTML into plain text before importing because HTML is NOT supported in any article field types.
- C. Ensure that each existing article type has a corresponding Salesforce Knowledge article type that matches its structure and content.
- D. Verify that each article type has field level security on all fields set to read-only prior to import, in order to prevent any loss of data.

Answer: C

NEW QUESTION # 71
The support manager at Universal Containers wants to improve visibility to cases across the organization and has decided that product managers should be more involved in the case management process. The support manager has created predefined case teams for each product and trained support agents to add the appropriate case team to each case.
Which solution allows product managers to quickly see and review the cases that are created for their products?

- A. Configure a Case list view filtered by My Cases.

- B. Configure a Case related list on the Product page layout.
- C. Configure a Case list view filtered by My Case Teams.

Answer: C

Explanation:
To enable product managers to quickly access and review cases related to their products, configuring a Case list view filtered by "My Case Teams" is the most effective solution. This setup allows product managers to see cases where they are part of the case team, directly correlating to their product responsibility, thereby improving visibility and involvement in the case management process.

NEW QUESTION # 72

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