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Salesforce Administer and Maintain Service Cloud Sample Questions (Q145-Q150):

NEW QUESTION # 145

Universal Containers (UC) has a service-level agreement (SLA) with customers that requires an agent to take ownership of and respond to incoming cases within 2 hours of case creation.

Which best practice will help UC meet its SLA?

- A. Use Flow Builder to assign a task to all members of a queue if a case remains unassigned to any agent within 1 hour.
- B. Use case auto-response rules to send an email to support managers within 1 hour of case creation.
- C. Assign cases to queues and use Escalation Rules to escalate cases that remain unassigned to an agent within 1 hour.

Answer: C

Explanation:

To meet the SLA of responding to incoming cases within 2 hours, assigning cases to queues and using Escalation Rules to escalate

unassigned cases within 1 hour is the best practice. This approach ensures that cases are promptly assigned to the appropriate agents, and escalation rules help to prioritize and alert agents or managers to cases at risk of breaching the SLA, facilitating timely responses.

NEW QUESTION # 146

Universal Containers needs to provide contact center agents with access to a customer's payment history if the call concerns a billing problem. The following considerations need to be taken into account:

- * Billing data is stored in an external system containing over 20 million records.
- * Only the finance department has direct access to the billing system.

Which solution should a consultant recommend?

- **A. Configure Salesforce Connect and External Objects to the billing system.**
- B. Integrate payment data into Salesforce from the billing system using custom objects.
- C. Create a custom tab that displays a search page from the billing system.

Answer: A

NEW QUESTION # 147

Universal Containers (UC) has deployed a call center using open CTI. Call center agents are organized into four groups reflecting UC's four different product lines. Each group's manager would like a report on their agents' daily call volume, including related case and contact information.

How should the consultant recommend the report be created?

- **A. Create a Custom Report type with Activities as the primary object.**
- B. Build a report on Products with Activities grouped by owner.
- C. Customize the My Team's Calls This Week standard report.

Answer: A

NEW QUESTION # 148

Cloud Kicks has millions of customers. Only a small percentage of the customers have existing Contact records in Salesforce. The customer's email address is used to populate details from another system and enrich the Contact record.

A service center uses multiple channels to support customers, including phone, Email-to-Case, and Web-to-Case. Support agents frequently fail to capture the necessary information, leading to an inconsistent customer experience.

What is the recommended method to consistently capture new caller details?

- A. Use a new customer Path on Contact to capture details.
- B. Use Open CTI with Pop to flow to capture details.
- C. Use a global quick action to capture details.
- **D. Use an auto-launched flow to capture details.**

Answer: D

Explanation:

Using an auto-launched flow to capture details is the recommended method to consistently capture new caller details. An auto-launched flow is a type of flow that runs in the background without user interaction. An auto-launched flow can be triggered by various actions, such as creating a record, updating a field, clicking a button, or invoking a process. An auto-launched flow can perform various tasks, such as collecting inputs, updating records, creating records, or calling external services. Using an auto-launched flow to capture details can help ensure that support agents enter the necessary information for new callers, such as their name, email address, phone number, or reason for call. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Create an Auto-Launched Flow

NEW QUESTION # 149

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 their behalf. support team on What should a consultant recommend to meet the requirement?

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