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Salesforce Administer and Maintain Service Cloud Sample Questions (Q179-Q184):

NEW QUESTION # 179
Which feature should a consultant recommend to assign a case to a Tier 2 service queue so the Tier 2 service agent knows how far the Tier 1 service agent had progressed in troubleshooting the case?

- A. Case Comments
- B. Escalation Rules
- C. Path for Cases
- D. Slack message

Answer: C

NEW QUESTION # 180
A company has implemented Salesforce Service Cloud. The company needs Key Performance Indicators (KPIs) to ensure that its customer support service center is profitable. Which three metrics can be used to help executive management understand service center costs? Choose 3 answers

- A. Case resolution time
- B. All Cases by Customer
- C. All open Cases by Priority
- D. All open cases by Channel
- E. All Cases closed Month-to-date

Answer: A,C,D

NEW QUESTION # 181
Cloud Kicks wants to offer its customers a more personalized, flexible service experience beyond emails, phone calls, and chatbots. What should the consultant recommend to meet this requirement?

- A. Salesforce Knowledge
- B. Social media
- C. Messaging apps

Answer: C

Explanation:
To offer a more personalized and flexible service experience, integrating messaging apps into the service strategy is recommended. Messaging apps allow for asynchronous, convenient communication that can enhance customer engagement and satisfaction by catering to their preferences for quick, informal interactions.

NEW QUESTION # 182
How should a consultant configure a report that shows the average number of days that Cases stay open?

- A. Create a formula field on Case to calculate the average age.
- B. Create a report snapshot of the number of open Cases each day.
- C. Use the standard Case age field on the resort.

Answer: A

NEW QUESTION # 183
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. Send Email Quick Action to loop in the stakeholders.
- B. Use child Cases to interact with the partner.
- C. Use Slack for Service for Case Swarming.

Answer: C

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 # 184

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