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Salesforce Administer and Maintain Service Cloud Sample Questions (Q31-Q36):

NEW QUESTION # 31
Cloud Kicks (CK) provides customized support based on product line and plans to expand from voice-only support Support agents are certified on one or more specific product lines.
CK would like to provide support through chat, social, email, video, and web and are striving for a consistent customer experience. Agents will be trained in one or two of the new support methods, in addition to voice support.
What is the recommended solution to meet the requirements?

- A. Omni-Channel with Skills-Based Routing.
- B. Experience Cloud with self-support
- C. Live Agent and Live Message
- D. Knowledge One with Article Recommendations

Answer: A

Explanation:
Omni-Channel with Skills-Based Routing is the recommended solution to meet the requirements of Cloud Kicks (CK). Omni-Channel is a feature that allows you to manage the distribution and prioritization of work items (such as cases, chats, leads, or orders) across different channels (such as voice, chat, social, email, video, and web) and agents. Skills-Based Routing is a type of routing model that assigns work items to agents based on their skills and skill levels. For example, an agent who is certified on a specific product line and trained in chat support can receive chat requests related to that product line. Omni-Channel with Skills-Based Routing can help CK provide support through multiple channels, ensure a consistent customer experience, and match work items with agent expertise. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Omni-Channel Overview, Set Up Skills-Based Routing

NEW QUESTION # 32
The cost of providing contact center support has steadily increased. Universal Containers wants to take cost-saving measures. What should the consultant recommend?

- A. Configure a self-service Knowledge Base.
- B. Configure Skills-Based Routing for service channels.
- C. Create auto-response templates for Case emails.

Answer: A

Explanation:
To reduce the cost of providing contact center support, configuring a self-service Knowledge Base is advisable. This enables customers to find answers to their queries without needing to contact support agents directly, potentially reducing the volume of support inquiries and associated costs, while also improving customer satisfaction through quick self-resolution.

NEW QUESTION # 33
universal containers receives partner data in excel format.the excel data is all text ,but needs to be imported into existing

Salesforce date,number and text fileds.
Which 3 best practices should a consultant recommend?

- A. Import records and cretae a a worflow rule to change the data type
- B. Standardize all rows to match salesforce data types
- C. Import the records and use duplicate management
- D. Deduplicate the data before importing into SF
- E. Install data quality analysis dashboards from the appexchange

Answer: B,D,E

NEW QUESTION # 34
Universal Containers has recently implemented Chat and is looking for recommendations about how to improve agents' ability to find the appropriate answer while chatting with customers.
What should a consultant recommend to meet this requirement?

- A. Einstein Reply Recommendations
- B. Action & Recommendations component
- C. Einstein Article Recommendations

Answer: C

Explanation:
To improve agents' ability to find appropriate answers during chat sessions with customers, implementing Einstein Article Recommendations is recommended. This feature uses AI to suggest relevant Knowledge articles to agents based on the context of the chat, enhancing the efficiency of information retrieval and the quality of customer support.

NEW QUESTION # 35
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. Messaging apps
- C. Social media

Answer: B

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 # 36
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