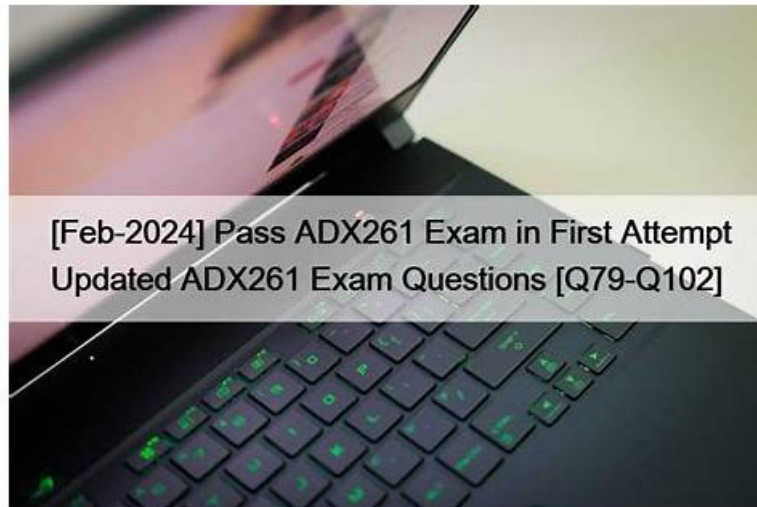


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Salesforce Administer and Maintain Service Cloud Sample Questions (Q180-Q185):

NEW QUESTION # 180

Universal Containers wants to notify Support Managers when a new case have been untouched from more than two business days. Which approach should a consultant implement?

- A. Define case auto-response rules.
- B. Establish case assignment rules.
- C. Configure case escalation rules.
- D. Use Flow Builder to create a flow with scheduled path.

Answer: C

Explanation:

Case escalation rules are used to automatically escalate cases based on certain criteria, such as case age, priority, status, or owner. Escalation rules can trigger actions such as sending email notifications, assigning cases to queues or users, or changing field values. Case escalation rules are the best approach to notify Support Managers when a new case has been untouched for more than two business days. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Set Up Escalation Rules

NEW QUESTION # 181

Universal Containers wants to let its customers interact in real time with support agents from their computers and mobile devices. Which feature should a consultant recommend to meet this requirement?

- **A. Digital Engagement**
- B. Einstein Chat Bot
- C. Service Cloud Voice

Answer: A

NEW QUESTION # 182

Universal Containers wants to let its customers interact in real time with support agents from their computers and mobile devices. Which feature should a consultant recommend to meet this requirement?

- A. Web-to-Case
- **B. Einstein Chat Bot**
- C. Knowledge articles

Answer: B

NEW QUESTION # 183

Universal Containers support management team has noticed an increase in wait times over the last several months when customers call in for support.

Which two recommendations should a consultant suggest to help decrease customer wait times?

Choose 2 answers:

- A. Create case escalation rules to route high priority cases directly to supervisors for resolution
- **B. Create reports to analyze call data in order to understand peak times and ensure adequate staffing**
- **C. Set up a Salesforce Customer Community that will allow customers to create cases online**
- D. Set up analytical snapshots to capture key case information and create historical trending reports

Answer: B,C

Explanation:

These are two recommendations that can help decrease customer wait times when they call in for support. Setting up a Salesforce Customer Community that will allow customers to create cases online will provide an alternative channel for customers to get support without calling an agent. This can reduce the call volume and increase customer satisfaction. Creating reports to analyze call data in order to understand peak times and ensure adequate staffing will help optimize the resource allocation and service level of the support team. This can reduce the wait time and improve customer experience. Verified Reference: :

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NEW QUESTION # 184

The Universal Containers contact center offers support through phone, email, public website, and a Community. The contact center manager wants to demonstrate the success of recent self-service initiatives to executive management.

Which two reports should the contact center manager present to executive management?

Choose 2 answers

- Answer: B,C**

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