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Salesforce Administer and Maintain Service Cloud Sample Questions (Q78-Q83):

NEW QUESTION # 78
The support manager at universal containers has noticed an increase in average case age, which is negatively impacting customer satisfaction. To research the situation, the support manager wants to know the amount of time that cases have spent within each status during their lifecycle.
Which reporting solution should a consultant recommend?

- A. Create a report using the Case snapshot report type
- B. Create a report using the Case age report type
- C. Create a report using the Case Lifecyle report type
- D. Create a report using the Case historical trending report type

Answer: C

NEW QUESTION # 79
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 reports to analyze call data in order to understand peak times and ensure adequate staffing
- B. Create case escalation rules to route high priority cases directly to supervisors for resolution
- C. Set up analytical snapshots to capture key case information and create historical trending reports
- D. Set up a Salesforce Customer Community that will allow customers to create cases online

Answer: A,D

NEW QUESTION # 80
Cloud Kicks customers need a method to create cases without a login. Managers are concerned that public options will increase the number of spam cases created.
What is the recommended option to prevent the creation of spam cases?

- A. On-Demand Email-to-Case Threading
- B. Web-to-Case with Einstein Case Classification
- C. Web-to-Case with reCAPTCHA enabled

Answer: C

Explanation:
To enable case creation without login while preventing spam, using Web-to-Case with reCAPTCHA enabled is recommended. reCAPTCHA provides an additional layer of security by verifying that case submissions are made by humans, effectively reducing the likelihood of spam cases and maintaining the integrity of case data in Salesforce.

NEW QUESTION # 81
Cloud Kicks has implemented a review process for all new Knowledge articles. Each article must be reviewed and approved by a subject matter expert before becoming available to users.
Which step is necessary to make articles visible in all the selected channels?

- A. Set the status to Published fram the Knowledge approval page.
- B. Set the final approval action to 'Lock the record for editing'.
- C. Click Publish after the Approval Process.

Answer: C

NEW QUESTION # 82
Which feature should a consultant recommend to prompt a Tier 2 service representative to take over case processing from Tier 1 and know how far Tier 1 had progressed in troubleshooting?

- A. Path for Cases
- B. Einstein Next Best Action
- C. Escalation Rules

Answer: A

NEW QUESTION # 83
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