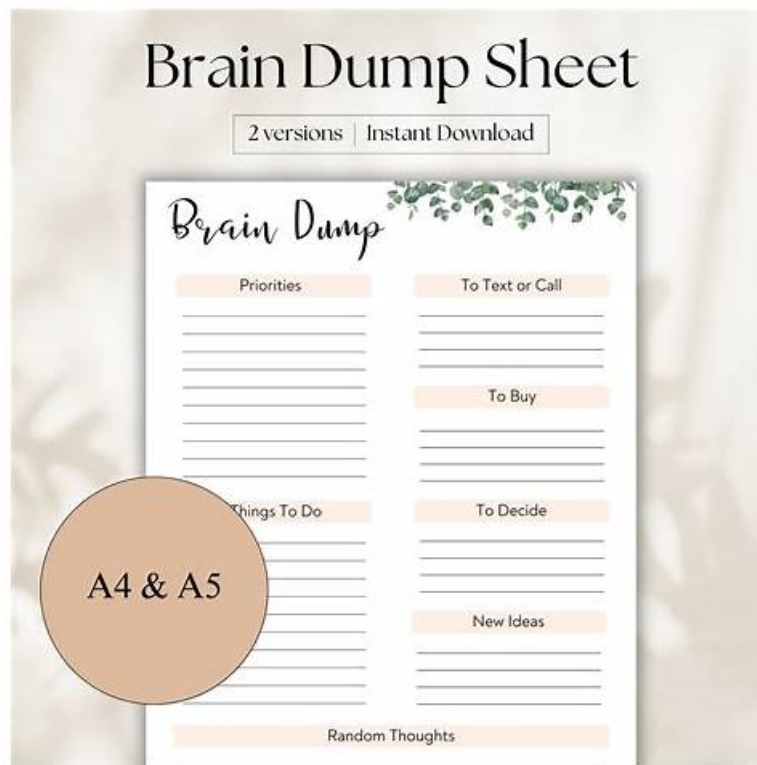


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## Salesforce Administer and Maintain Service Cloud Sample Questions (Q22-Q27):

### NEW QUESTION # 22

Universal Containers wants to allow customers to send messages to agents in Service Console via their preferred mobile app. Which feature should a consultant recommend?

- A. Messaging
- B. OmniStudio
- C. Einstein Bots

**Answer: A**

#### NEW QUESTION # 23

The support team at Cloud Kicks would like to implement Messaging to gather customer feedback and issues. What are two places the messages can be routed to?

Choose 2 answers

- A. Chatter Group
- B. Call Center Agent
- C. Einstein Bots
- D. Web Chat

**Answer: C,D**

#### NEW QUESTION # 24

Ursa Major Solar's support department would like to implement an entitlement process to ensure customers receive the appropriate support based on their service level agreements (SLAs) Which two features need to be configured as part of the implementation?

Choose 2 answers

- A. Milestones
- B. Escalation Rule
- C. Workflow Actions
- D. Assignment Rule

**Answer: A,B**

Explanation:

Milestones and Escalation Rules are two features that need to be configured as part of the entitlement process implementation.

Milestones are time-dependent steps that represent required service levels, such as first response time or resolution time. Escalation

Rules are actions that occur when a milestone is violated, such as sending an email alert or reassigning the case. Verified Reference: :

Milestones : : Escalation Rules

#### NEW QUESTION # 25

The service team members at Cloud Kicks (CK) are struggling to collaborate with each other on Cases. CK also uses Slack internally.

What should the consultant recommend?

- A. Create a case team workspace in Slack.
- B. Enable and configure Swarming in Slack.
- C. Configure a case notification Slackbot.

**Answer: A**

#### NEW QUESTION # 26

Universal Containers is launching a full line of new products and Service Cloud should support the following requirements:

\* Agents need to collaborate with other teams.

\* The product development team needs to be alerted on high-priority cases for specific products.

Which solution will meet these requirements?

- A. Use escalation rules for notifications and case teams to monitor cases.
- B. Use Process Builder for notifications and case teams to monitor cases.

- C. Use escalation rules for notifications and account teams to monitor cases.
- D. Use Process Builder for notifications and account teams to monitor cases.

**Answer: B**

Explanation:

This solution will meet the requirements, as Process Builder can be used to create workflows that send notifications to the product development team based on case criteria, such as priority and product type. Case teams can be used to help agents collaborate with other teams, such as product development, by granting them access to the case and displaying them in a related list on the case detail page. Verified Reference: Set Up Case Teams and Process Builder Overview

## NEW QUESTION # 27

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