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Salesforce Administer and Maintain Service Cloud Sample Questions (Q139-Q144):

NEW QUESTION # 139
Cloud Kicks recently deployed an Omni-Channel implementation. A set of service agents that handle security-related issues have complained that case records are being routed to them incorrectly.
What should a consultant do first to validate that the Omni-Channel implementation is routing correctly?

- A. Debug Omni-Channel routing from Setup.
- B. Open the Omni-Channel Supervisor tab.
- C. Open the relevant record being routed.

Answer: B

NEW QUESTION # 140
Universal Containers (UC) hired agents in an expansion of the contact center. Getting agents up to speed and fully productive is a priority. UC implemented a standardized agent-customer dialog to assist agents.
Which feature should a consultant integrate into the Service Console?

- A. In-App Guidance
- B. Actions & Recommendations
- C. Einstein Next Best Action

Answer: C

NEW QUESTION # 141
Universal containers is trying to reduce the amount of time support agents spend creating cases. The new method case creation must allow for 4000 - 5000 new cases a day, as well as the attachment of documents under 25 MB by the customer.
Which method should the consultant suggest?

- A. Standard email to case
- B. On-Demand Email-to-case
- C. Omni channel routing
- D. Web to case forms

Answer: B

NEW QUESTION # 142
Universal Containers has a well-defined support process for cases which includes the following statuses:
* New
* Assigned
* In Progress
* Waiting On Customer
* Closed
The support manager has noticed an increase in the average age of a case and wants to understand how long a case is in each status.
Which report type should the consultant consider when collecting data for the support manager?

- A. Case History
- B. Case Lifecycle
- C. Cases with Milestones

Answer: A

NEW QUESTION # 143

Agents at universal containers are required to update the case status to waiting for customer after they send an email to the case contact. Support managers are noticing that many agents are forgetting to perform this step.

What should a consultnat recommend to address this problem.

- A. Configure flow Builder /Process Builder
- B. Define case escalation rules
- C. Create a Case Macro
- D. Activate a validation rule

Answer: A

NEW QUESTION # 144

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