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Salesforce Administer and Maintain Service Cloud Sample Questions (Q53-Q58):

NEW QUESTION # 53

Cloud Kicks (CK) wants to provide its authenticated customers with a top-tier support experience. CK wants to allow asynchronous conversations, conversations across devices, and Estimated Wait Time transparency. CK currently uses an external website to deliver its chat support offering.

What should a consultant recommend to provide these newer capabilities?

- **A. Messaging for Web**
- B. AppExchange package
- C. Einstein Bots

Answer: A

Explanation:

To enhance CK's support experience with asynchronous conversations, cross-device functionality, and Estimated Wait Time transparency, Messaging for Web is the suitable recommendation. This Salesforce solution integrates seamlessly with the existing web infrastructure, enabling customers to initiate and continue conversations at their convenience across different devices, while also providing visibility into wait times, thus elevating the overall support experience.

NEW QUESTION # 54

Cloud Kicks (CK) plans to deploy Service Cloud. Customers have different levels of support available. CK is unsure whether Entitlements only or Entitlements plus Service Contracts is the correct solution.

Which question should be asked to determine the preferred solution?

- A. Do multiple versions of the entitlements need to be created and maintained?
- B. Will customers access self service resources through Experience Cloud?
- C. Do Service Agents need to determine whether a customer is eligible for support?
- **D. Is support provided on a periodic basis and renewed annually?**

Answer: D

Explanation:

This is the question that should be asked to determine the preferred solution, because it indicates whether CK needs to use Service Contracts or not. Service Contracts are agreements between a company and a customer that specify the duration and level of support for a product or service. If CK provides support on a periodic basis and renews it annually, then they should use Service Contracts along with Entitlements. If CK provides support based on other factors, such as number of cases or products purchased, then they can use Entitlements only. Verified Reference: : Service Contracts and Entitlements

NEW QUESTION # 55

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

Explanation:

To enable customers to send messages via their preferred mobile app to agents in the Service Console, the "Messaging" feature in Salesforce is recommended. This feature integrates various messaging platforms with the Service Cloud, allowing agents to communicate with customers through their preferred channels, enhancing customer experience and engagement.

NEW QUESTION # 56

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 # 57

Support managers have requested the ability to provide real-time feedback to agents during customer chat sessions.

Which feature should a consultant configure to meet this requirement?

- A. Chatter
- **B. Omni-Channel Supervisor**
- C. Flow Orchestrator

Answer: B

Explanation:

To enable support managers to provide real-time feedback to agents during customer chat sessions, configuring Omni-Channel Supervisor is advised. This feature allows supervisors to monitor active chat sessions, providing an opportunity to offer immediate guidance and feedback to agents, enhancing the quality of customer interactions.

NEW QUESTION # 58

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