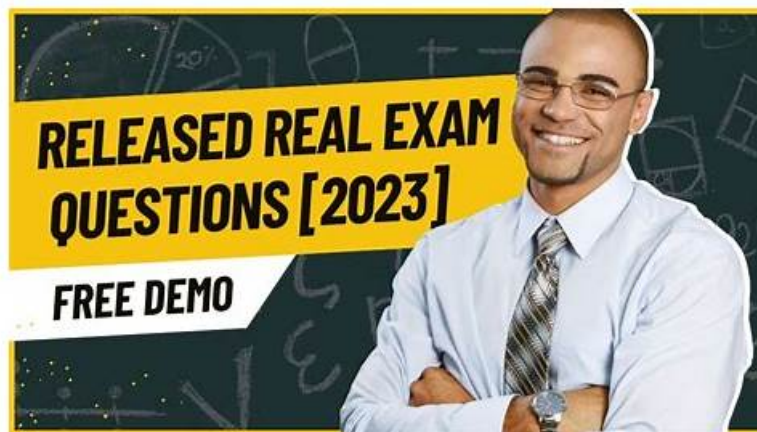


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Salesforce Administer and Maintain Service Cloud Sample Questions (Q87-Q92):

NEW QUESTION # 87

Ursa Major Solar sells highly technical products that require specific expertise for configuration changes and troubleshooting. A mobile workforce can be dispatched to support customers. Dispatching a worker comes at a high cost, and available appointment times are typically several weeks in the future.

What is the recommended method to improve the support experience while providing expert-level support?

- A. Omni-Channel Routing
- **B. Field Service Scheduler**
- C. Visual Remote Assistant
- D. Workforce Engagement Self Scheduling

Answer: B

NEW QUESTION # 88

Universal Containers wants to reduce the clicks a customer support agent uses when working on a case. This includes the time it takes to create, resolve, and close the case.

Which Salesforce productivity feature should a consultant use to accomplish this requirement?

- A. Flow
- **B. Macros**
- C. Quick action

Answer: B

Explanation:

Macros in Salesforce allow users to automate repetitive tasks with a single click, such as creating, updating, and closing cases. Implementing macros can significantly reduce the number of clicks and time customer support agents spend on routine case management tasks, enhancing productivity and allowing them to focus more on resolving customer issues.

NEW QUESTION # 89

What is a consideration when adding a report chart to a Page Layout or a Lightning Record Page?

- A. The report must be used on a Dashboard.
- **B. The report must contain a chart.**
- C. The report must have a standard Report Type.

Answer: B

NEW QUESTION # 90

Universal Container's agent's need to be more productive when cases. Agent want to send email to customers prior to violating an SLA based on three different SLA levels using macros.

What two solutions can a consultant suggest to meet the agent's requirements?

Choose 2 answers

- **A. Create a formula to build the macro logic around**
- B. Add conditional logic to the instructions
- C. Add multiple ELSE IF blocks after the IF block
- **D. Add a formula block to the macro**

Answer: A,D

NEW QUESTION # 91

Universal Containers wants to reduce the amount of Sim support agents spend creating cases. Case creation must scale up to 5000 new cases per day, as well as allowing file attachments under 25 MB by the customer.

Which two features should the consultant suggest?

Choose 2 answers

- A. Apex Email Service
- B. Web-to-Case forms
- **C. Standard Email-to-case**
- **D. On-Demand Email-to-Case**

Answer: C,D

NEW QUESTION # 92

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