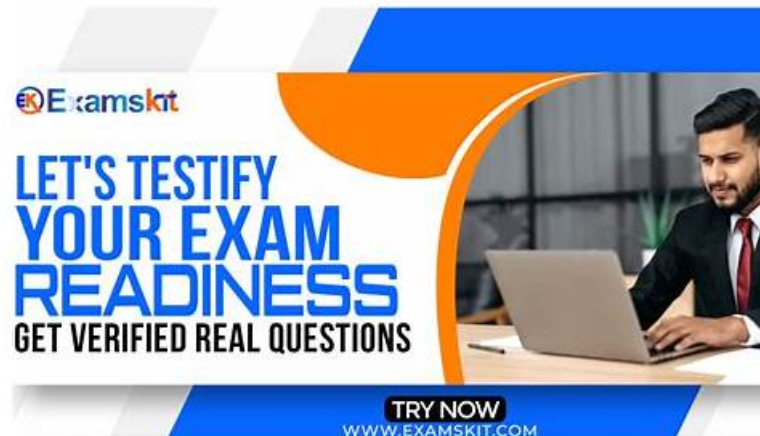


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Salesforce Administer and Maintain Service Cloud Sample Questions (Q127-Q132):

NEW QUESTION # 127

Universal Containers (UC) is in the process of setting up Experience Cloud. UC needs to give customers access to their agreed upon response times via the portal.

Which solution should a consultant recommend?

- A. Maintenance Plans
- B. Milestones
- C. Service Contracts

Answer: C

Explanation:

To provide customers with access to their agreed-upon response times via the portal, configuring Service Contracts in Experience Cloud is advisable. Service Contracts can detail the specific service levels agreed upon, and making this information accessible through the portal ensures transparency and sets clear expectations for service delivery.

NEW QUESTION # 128

Universal Containers is changing their case management system to salesforce. All active accounts, contacts, open cases and closed cases for the past five years must be migrated to salesforce for go-live.

Which approach should the consultant use for data migration?

- A. Prepare, plan, validate, execute, test
- B. Plan, prepare, validate, execute, test
- C. Prepare, plan, Test, execute, validate.
- **D. Plan, prepare, test, execute, validate.**

Answer: D

Explanation:

Plan, prepare, test, execute, validate is the approach that the consultant should use for data migration from the legacy case management system to Salesforce. This approach follows the best practices for data migration projects, such as defining the scope, mapping the fields, cleaning the data, testing the migration process, executing the migration in batches, and validating the results.

Verified Reference: : https://trailhead.salesforce.com/en/content/learn/modules/data_migration/data_migration_process :

https://trailhead.salesforce.com/en/content/learn/modules/data_migration/data_migration_best_practices

NEW QUESTION # 129

Universal Containers wants to import an external knowledge base to Lightning Knowledge using the Knowledge Importer.

How should this be implemented?

Choose 2 answers

- **A. Article Record Types must be created before the import.**
- B. Article Record Types will be created as part of the import.
- C. Each Article Record Type must be in a separate CSV.
- **D. Multiple Article Record Types can be imported in the same CSV.**

Answer: A,D

NEW QUESTION # 130

Universal Containers (UC) has deployed a call center using open CTI. Call center agents are organized into four groups reflecting UC's four different product lines. Each group's manager would like a report on their agents' daily call volume, including related case and contact information.

How should the consultant recommend the report be created?

- **A. Create a Custom Report type with activities as the primary object.**
- B. Customize the My Teams Calls this week standard report.
- C. Build a Summary report on Products and Activities.
- D. Set up a reporting snapshot of the case, contact and activity objects.

Answer: A

Explanation:

Creating a Custom Report type with activities as the primary object is the recommended way to create a report on agents' daily call volume, including related case and contact information. A Custom Report type is a type of report that allows you to select the objects and fields that you want to report on, as well as define the relationships between the objects. By selecting activities as the primary object, you can report on the calls that agents have made or received, as well as filter them by date, duration, or status. By selecting case and contact as related objects, you can report on the details of the cases and contacts that are associated with the calls, such as case number, case owner, contact name, or contact phone number. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Create Custom Report Types

NEW QUESTION # 131

The support manager at Universal Containers is getting inaccurate agent performance reports. After researching the data, the Salesforce admin has identified hundreds of cases that are closed but still owned by a queue. Which solution should a consultant recommend?

- A. Create a case validation rule to ensure cases are owned by a user when closed.
- B. Create a case assignment rule to ensure cases are owned by a user when closed.
- C. Use Data Loader periodically to assign these cases to a default owner.

Answer: A

Explanation:

To address the issue of closed cases still owned by a queue, implementing a case validation rule is the most effective solution. This rule can enforce that cases must be transferred to an individual user's ownership before they can be marked as closed. This ensures data accuracy in reports and helps in evaluating agent performance more reliably, as cases will correctly reflect their final ownership status.

NEW QUESTION # 132

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