

Journal of Management Studies 47(1) Mintzes and Newman Review Essay

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## **Salesforce Administer and Maintain Service Cloud Sample Questions (Q177-Q182):**

### **NEW QUESTION # 177**

Universal Containers wants to deploy the Service Cloud to its contact centers located across North America, Europe, and Asia. The company wants standardized contact center processes and reporting implemented in its centers worldwide.

Which approach should a consultant recommend in this scenario?

- A. Recommend utilizing out-of-the-box functionality to reduce cost and ensure one worldwide process and reporting.
- B. Assign teams in each major contact center to design a solution unique to its needs and have an analyst build a combined report.
- C. Recommend that the VP of Worldwide Support design a global template to provide a clear vision and standardization.
- **D. Assign a global team of experienced agents and leaders to create a common design template and report structure.**

**Answer: D**

### **NEW QUESTION # 178**

An organization has requested guidance on how to delete customers' personal data when they are no longer associated with the company to stay compliant with global data protection and privacy regulations.

Which solution should the consultant recommend to meet the requirement?

- **A. Search and remove all customer information, including records and in unindexed freetext fields, and refresh sandboxes to ensure no data retention.**
- B. Search for all customer information in production and manually edit the fields of each record to scramble the data so that it is no longer searchable
- C. Search for all customer information across environments and deactivate accounts or Experience Cloud users associated with the contact.

**Answer: A**

Explanation:

To comply with global data protection and privacy regulations, the consultant should recommend systematically searching for and removing all customer personal data from production and sandbox environments. This includes data in records and unindexed free text fields, followed by refreshing sandboxes to eliminate any residual data, ensuring compliance and safeguarding customer privacy.

### **NEW QUESTION # 179**

Universal Containers wants customers to have the ability to log cases with structured data and route based on Urgency and Product Line.

How should a Consultant accomplish this?

- **A. Standard Web-to-Case with assignment rules**
- B. Standard Email-to-Case with assignment rules
- C. Lightning Email with web routing prioritization
- D. Omni-Channel with prioritized queues

**Answer: A**

Explanation:

Standard Web-to-Case with assignment rules is a solution that can accomplish the requirement of allowing customers to log cases with structured data and route based on Urgency and Product Line. Web-to-Case enables customers to submit cases from a company's website using a web form that captures case information and creates a case record in Salesforce. Assignment rules can be used to automatically assign cases to queues or users based on criteria such as Urgency and Product Line. Verified Reference: :

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### NEW QUESTION # 180

Service agents at Cloud Kicks frequently encounter duplicate cases from the same customers in different channels. Management would like to provide a method for service agents to handle duplicates and delete one of the cases. Which action should a consultant recommend?

- A. Create an autolaunched Flow,
- B. Set up duplicate rules on Case.
- **C. Enable Case Merge.**

**Answer: C**

Explanation:

To address the issue of duplicate cases from the same customers in different channels, enabling the Case Merge feature is recommended. This allows service agents to easily identify and merge duplicate cases, ensuring a consolidated view of customer issues and preventing redundant work.

### NEW QUESTION # 181

The Universal Containers contact center offers support through phone, email, public website, and a Community. The contact center manager wants to demonstrate the success of recent self-service initiatives to executive management. Which two reports should the contact center manager present to executive management? Choose 2 answers

- A. Average call handle time by team.
- B. Number of IVR inquiries without agent involvement.
- **C. Number of cases closed by a self-service user**
- **D. Number of cases created - - Site by month**

**Answer: C,D**

### NEW QUESTION # 182

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