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Salesforce Administer and Maintain Service Cloud Sample Questions (Q48-Q53):

NEW QUESTION # 48

Universal Containers wants to maintain Service Level Agreements on its customer cases. Customers are provided different service levels based on their Services agreement. The VP of Customer Service wants to use Service Cloud to track and ensure senior management is alerted when cases have NOT completed certain stages.
Which Service Cloud feature should the Consultant recommend to address this requirement?

- A. Salesforce Console
- B. Case Escalation
- C. Entitlements and Milestones
- D. Case Assignment

Answer: C

Explanation:
Entitlements and milestones are Service Cloud features that help you track and ensure service level agreements (SLAs) on customer cases. Entitlements define the levels of support that customers are eligible to receive based on their products, service contracts, or warranties. Milestones define the critical steps in your support process, such as first response time or resolution time, and track whether they are completed on time. You can use entitlement processes to automate actions when milestones are approaching, violated, or completed, such as sending email notifications, assigning cases to queues or users, or changing field values. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Set Up and Manage Entitlements and Milestones

NEW QUESTION # 49

Cloud Kicks is changing its case management system to Salesforce. All active accounts, contacts, and closed cases for the past 5 years need to be migrated to Salesforce for go-live.
Which approach should a consultant use for data migration?

- A. Prepare, Plan, Test, Validate, Execute
- B. Plan, Prepare, Test, Execute, Validate
- C. Plan, Prepare, Execute, Test, Validate

Answer: B

Explanation:
For data migration to Salesforce, including active accounts, contacts, and historical cases, the recommended approach is to Plan, Prepare, Test, Execute, and Validate. This structured approach ensures thorough preparation, testing for accuracy, execution of the migration, and validation of the data post-migration, ensuring a smooth transition to Salesforce with accurate and complete data.

NEW QUESTION # 50

Universal Containers (UC) recently expanded sales to Mexico and Canad
a. UC wants OmniChannel to route cases to agents who speak the customer's preferred language and have the right knowledge to solve the issue.
Which solution should a consultant recommend to meet the requirements?

- A. Configure Case Assignment rule and Omni-Channel Supervisor.
- B. Configure Omni-Channel Queue-Based Routing.
- C. Configure Omni-Channel Skills-based Routing.

Answer: C

Explanation:
To meet the requirement of routing cases based on language proficiency and knowledge area, Omni-Channel Skills-based Routing is the best solution. Skills-based routing allows cases to be directed to agents who possess the specific skills required to handle the case, such as language fluency and product expertise, ensuring efficient and effective case resolution.

NEW QUESTION # 51

Universal Containers wants to provide a more consistent service experience to its customers and is evaluating using macros. Which prerequisite should the consultant consider?

- A. Publisher actions are on the page layout.
- B. The Lightning page contains the Run Macros action.
- C. All users have permission to create macros.

Answer: B

NEW QUESTION # 52

Universal Containers email policy requires that all email traffic remain within its firewall. Currently, the company has 200 support agents handling email from five different time zones.
Which solution should a consultant recommend?

- A. Web-to-Case
- B. Email-to-Case
- C. On-Demand Email-to-Case
- D. Salesforce for Outlook

Answer: B

Explanation:
Email-to-Case is a solution that can meet the requirement of Universal Containers' email policy that requires all email traffic to remain within its firewall. Email-to-Case allows administrators to set up an email service that runs on their own servers and converts email messages into cases in Salesforce. Email-to-Case does not require any email messages to be sent or received outside the company's firewall, unlike On-Demand Email-to-Case. Verified Reference: : https://help.salesforce.com/s/articleView?id=sf.case_email_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.case_email_email2case.htm&type=5

NEW QUESTION # 53

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