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# Salesforce Administer and Maintain Service Cloud Sample Questions (Q60-Q65):

**NEW QUESTION # 60**
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. Quick action
- B. Macros
- C. Flow

**Answer: B**

**NEW QUESTION # 61**
Universal Containers wants to notify Support Managers when a new case have been untouched from more than two business days.
Which approach should a consultant implement?

- A. Estabalish case assignment rules.
- B. Use Flow Builder to create a flow with scheduled path.
- C. Configure case escalation rules.
- D. Define case auto-response rules.

**Answer: C**

Explanation:
Case escalation rules are used to automatically escalate cases based on certain criteria, such as case age, priority, status, or owner. Escalation rules can trigger actions such as sending email notifications, assigning cases to queues or users, or changing field values. Case escalation rules are the best approach to notify Support Managers when a new case has been untouched for more than two business days. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Set Up Escalation Rules

**NEW QUESTION # 62**
Universal Containers recently deployed a Salesforce Knowledge implementation and wants to evaluate the quality of the articles being produced.
What should the consultant recommend to gather information efficiently on Knowledge article usefulness?

- A. Develop custom Knowledge reports and dashboards.
- B. Create a review board to evaluate and manage Knowledge articles.
- C. Install the Knowledge Base Dashboards & Reports AppExchange package.

**Answer: C**

**NEW QUESTION # 63**
Universal Containers (UC) is updating the Service Cloud console app for its call center agents. Management is concerned that deploying the new app will disrupt current operations and impact customer satisfaction.
What should the consultant recommend to mitigation these concerns?

- A. Configure the new app in developer org and use an unmanaged package to deploy to production.
- B. Configure the new app in a sandbox. Use a change-set to push the configuration to production for testing and training.
- C. Deploy the configuration from a sandbox to production during the next Salesforce version update so the system only goes down once.
- D. Deploy the configured and tested app to production, update the agent's profile to view the app and take away access to the old app.

**Answer: B**

Explanation:
Configuring the new app in a sandbox and using a change-set to push the configuration to production for testing and training is a recommended way to mitigate the concerns of disrupting current operations and impacting customer satisfaction. A sandbox is a copy of the production environment that can be used for development, testing, or training purposes without affecting the live data or users. A change-set is a collection of metadata components that can be deployed from one Salesforce org to another. By using these tools, Universal Containers can ensure that the new app is working as expected and that the agents are familiar with it before making it available in production. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Sandbox Overview, Change Sets Overview

## NEW QUESTION # 64
What should a Consultant recommend to ensure Live Agent chat requests contain enough information for Reps to effectively respond?

- **A. Customize the Pre-chat form.**
- B. Configure Lightning Guided Engagement.
- C. Configure a Live Chat Validation Rule.
- D. Customize the Lightning Console chat page.

**Answer: A**

Explanation:
Customizing the Pre-chat form is the recommended approach to ensure that Live Agent chat requests contain enough information for reps to effectively respond. A Pre-chat form is a form that customers fill out before starting a chat session with an agent. The form can collect information such as the customer's name, email address, phone number, reason for chat, or any other custom fields. The information from the Pre-chat form can be used to create or update records in Salesforce, such as contacts, cases, or leads. The information can also be displayed to the agent in the Service Console, so they can have more context about the customer and their issue. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Set Up Pre-Chat Forms

## NEW QUESTION # 65
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