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Salesforce Administer and Maintain Service Cloud Sample Questions (Q169-

Q174):

NEW QUESTION # 169

What should a consultant recommend service agents use?

- A. Recommendation Strategy Metrics related list.
- **B. Einstein Next Best Action Strategy Guilder.**
- C. Paused now interviews Lightning Component.
- D. History tab on the Actions & Recommendations component.

Answer: B

Explanation:

Einstein Next Best Action Strategy Builder is a tool that allows service agents to create and manage recommendation strategies for different scenarios. A recommendation strategy is a set of rules and logic that determines which actions or offers are most relevant for a given situation. By using Einstein Next Best Action Strategy Builder, service agents can provide personalized and consistent guidance to customers across different channels and devices.

NEW QUESTION # 170

UCs is implementing Salesforce Knowledge at its contact center. The contact center has a dedicated support team for each product that it supports. Contact center agents should only be able to view articles for the product they support.

What solution should a consultant recommend to meet this requirement?

- A. Assign team-based profiles to the associated product data category value
- B. Assign team-based profiles to the associated product article types
- **C. Assign team-based roles to the associated product data category value**
- D. Assign team-based roles to the associated product article types

Answer: C

NEW QUESTION # 171

A recent analysis of agent performance on chat-related cases revealed a large gap between top performing agents and poor performers. Top agents identified coaching from managers as a key success factor. The company would like to ensure managers provide coaching on chat-related cases.

What is the recommended method for managers to coach agents?

- A. Use an Einstein Bots Chat to handle common issues.
- **B. Use Einstein Chat Insight to identify areas to improve.**
- C. Use Omni-Channel Supervisor to monitor agents' chat sessions.
- D. Use skills-based routing in Salesforce Messaging.

Answer: B

Explanation:

Using Einstein Chat Insight is a method for managers to coach agents on chat-related cases. Einstein Chat Insight is a feature that uses artificial intelligence to analyze chat transcripts and provide insights into agent performance, customer satisfaction, and conversation topics. Einstein Chat Insight can help managers identify areas to improve and provide feedback and guidance to agents.

Verified Reference: : https://help.salesforce.com/s/articleView?id=sf.snapins_chat_insights_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.snapins_chat_insights_setup.htm&type=5

NEW QUESTION # 172

Cloud Kicks has a robust Service Cloud implementation for its customer service team. The software engineering team would like to track their projects within Salesforce.

Which solution should the consultant recommend?

- A. Enable Feed Tracking.
- **B. Install an AppExchange app.**

- [illegible]

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