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Salesforce Administer and Maintain Service Cloud Sample Questions (Q16-Q21):

NEW QUESTION # 16

Cloud Kicks (CK) provides customized support based on product line and plans to expand from voice-only support. Support agents are certified on one or more specific product lines. CK would like to provide support through multiple channels. CK wants to ensure a consistent customer experience.
Which solution should the consultant recommend to meet the requirements?

- A. Omni-Channel with Capacity-Based Routing
- B. Omni-Channel with Einstein Case Routing
- C. Omni Channel with Queue-Based Routing

Answer: B

NEW QUESTION # 17

Sen. tee Agents report that there ere so many buttons ana components on the Case layout that I is difficult for them to remember which features should be used.
Mow can a consultant address this concern'

- A. Implement record types and pege layouts.
- B. Improve Validation Ru!e messages.
- C. Configure Path for Cases.
- D. Use Einstein Next Best Action.

Answer: D

Explanation:
Using Einstein Next Best Action is a solution that can address the concern of having too many buttons and components on the Case layout. Einstein Next Best Action is a feature that uses artificial intelligence to suggest the best actions or offers for each case, based on the case information, business rules, and predictive models. Einstein Next Best Action can help agents focus on the most relevant and effective features for each case and reduce clutter on the Case layout. Verified Reference: : https://help.salesforce.com/s/articleView?id=sf.next_best_action_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.next_best_action_setup.htm&type=5

NEW QUESTION # 18

Universal Containers recently rolled out a Salesforce knowledge implementation; however, users are finding unreliable and unrelated Knowledge Articles displayed in the Knowledge One widget in the Salesforce Console. Which two actions should a Consultant recommend to address the lack of quality checking? Choose
2 answers

- A. Set up an intuitive Data Category hierarchy
- B. Enable and configure wildcards for article searches
- C. Restrict the Manage Articles user permission
- D. Require that an article be added when closing a case

Answer: B,D

NEW QUESTION # 19

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

Answer: A

Explanation:
When evaluating the use of macros to provide a consistent service experience, ensuring that the Lightning page layout includes the Run Macros action is a prerequisite. This enables agents to easily execute macros directly from the case record, streamlining repetitive tasks and enhancing service efficiency.

NEW QUESTION # 20
Milestones can be added to which three object types?
Choose 3 Answers

- A. Case
- B. Service
- C. Account
- D. Entitlement
- E. Work order

Answer: A,E

NEW QUESTION # 21
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