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Salesforce Administer and Maintain Service Cloud Sample Questions (Q182-Q187):

NEW QUESTION # 182

Universal Containers wants to be able to assign cases based on the same criteria they use for chat . Which feature should a consultant recommend?

- **A. Omni-channel Queue-based routing**
- B. Case Skills-based Assignment Rules
- C. Omni-channel Skills-based routing
- D. Chat Queue-based routing

Answer: A

Explanation:

Omni-channel Queue-based routing is a feature that can enable Universal Containers to assign cases based on the same criteria they use for chat. Omni-channel Queue-based routing allows administrators to define routing configurations and rules that determine how work items, such as cases and chats, are routed to agents based on criteria such as availability, capacity, and skills. Verified

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

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

NEW QUESTION # 183

Service Representatives are complaining that their Lightning Service Console is too crowded making it difficult to find the tabs and features they need. After reviewing the Service Representatives console use, all configured features are required. Which solution should a Consultant suggest to improve the efficiency of console users?

- **A. Define criteria-based record page components**
- B. Configure Macros
- C. Create multiple Console layouts
- D. Enable Keyboard shortcuts

Answer: A

Explanation:

Criteria-based record page components are components that only display on a record page when certain conditions are met. For example, you can show a component only when the case status is closed, or when the case priority is high. This way, you can reduce the clutter on the Lightning Service Console and make it easier for service representatives to find the tabs and features they need.

You can use the Lightning App Builder to define criteria-based record page components for different objects and apps. Verified

Reference: [Criteria-Based Record Page Components]

NEW QUESTION # 184

Universal Containers (UC) recently expanded sales to Mexico and Canada, UC wants Omni-Channel 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 Skills-Based Routing.**
- C. Configure Omni-Channel Queue-Based Routing.

Answer: B

Explanation:

For Universal Containers to efficiently route cases based on language proficiency and subject matter expertise, Skills-Based Routing in Omni-Channel is the optimal solution. This configuration allows administrators to define specific skills, such as language proficiency

or technical knowledge, and assign them to agents. Cases can then be automatically routed to agents who possess the required skills to address the customer's needs, ensuring effective communication and resolution.

NEW QUESTION # 185

Universal Containers wants to notify Support Managers when a new case has been untouched for more than two business days. Which approach should a consultant implement?

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

Answer: B

Explanation:

Configuring case escalation rules is an approach that can notify support managers when a new case has been untouched for more than two business days. Case escalation rules are tools that allow administrators to define the conditions and actions for escalating cases to higher-level agents or managers. Case escalation rules can help ensure that cases are handled in a timely and efficient manner. Verified Reference: : https://help.salesforce.com/s/articleView?id=sf.case_escalation_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.case_escalation_create.htm&type=5

NEW QUESTION # 186

Service Agents report that there are so many buttons and components on the Case layout that it is difficult for them to remember which features should be used.

How can a consultant address this concern?

- A. Use Einstein Next Best Action.
- B. Improve Validation Rule messages.
- C. Implement record types and page layouts.
- **D. Configure Path for Cases.**

Answer: D

Explanation:

When service agents are overwhelmed by the abundance of buttons and components on the Case layout, configuring Path for Cases offers a streamlined and guided approach to case management. The Path feature highlights key stages and the necessary steps at each stage, helping agents focus on the most relevant actions and information. This reduces confusion and improves the user experience, making it easier for agents to remember and utilize the features that are most important for case resolution.

NEW QUESTION # 187

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