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Salesforce Administer and Maintain Service Cloud Sample Questions (Q141-Q146):

NEW QUESTION # 141

Universal Containers is changing their case management system to salesforce. All active accounts, contacts, open cases and closed cases for the past five years must be migrated to salesforce for go-live.

Which approach should the consultant use for data migration?

- **A. Plan, prepare, test, execute, validate.**
- B. Prepare, plan, validate, execute, test
- C. Prepare, plan, Test, execute, validate.
- D. Plan, prepare, validate, execute, test

Answer: A

Explanation:

Plan, prepare, test, execute, validate is the approach that the consultant should use for data migration from the legacy case management system to Salesforce. This approach follows the best practices for data migration projects, such as defining the scope, mapping the fields, cleaning the data, testing the migration process, executing the migration in batches, and validating the results.

Verified Reference: : https://trailhead.salesforce.com/en/content/learn/modules/data_migration/data_migration_process :

https://trailhead.salesforce.com/en/content/learn/modules/data_migration/data_migration_best_practices

NEW QUESTION # 142

Universal Containers (UC) provides customer support for two separate business groups. UC requires that cases for each business group have different support processes and fields.

Which feature should a consultant implement to meet the requirement?

- **A. Record Types**
- B. Dynamic Forms
- C. Omni-Channel

Answer: A

NEW QUESTION # 143

The VP of Service at Universal Containers wants to make it easier and faster for support reps to send knowledge articles to the customer.

What should a consultant configure to satisfy this request?

- A. Create an auto-response rule to send the article to the customer.
- B. Create a macro to send an email with the article to the customer.
- **C. Create a Lightning email template to send the article to the customer.**
- D. Create a workflow email alert to send the article to the customer.

Answer: C

NEW QUESTION # 144

Cloud Kicks pride support to customers across the world and uses the Lightning experience. Service agents have a set of common responses. Managers would like to consolidate the responses as Quick Text, translate them to multiple languages and share them to the correct groups of service agents.

What should a consultant recommend to meet the requirements?

- A. Use translation Workbench to localize each Quick Text.
- B. Set the Organization-Wide default to Public Ready Only.

- C. Share each Quick Text individually to Public Groups.
- **D. Share the Folder with Quick text for each language.**

Answer: D

Explanation:

Sharing the Folder with Quick Text for each language is the recommended solution to meet the requirements, because it allows CK to consolidate, translate, and share the common responses as Quick Text. Quick Text is a feature that enables service agents to insert predefined messages, such as greetings, answers, or closing statements, into emails, chats, tasks, events, and more. Quick Text can be organized into folders and shared with different groups of users based on their language or role. Quick Text can also be translated into multiple languages using Translation Workbench or a third-party service. Verified Reference: : Quick Text Overview : : Share Quick Text Using a Folder in Lightning Experience : : Translate Quick Text

NEW QUESTION # 145

The support manager at universal containers has noticed an increase in average case age, which is negatively impacting customer satisfaction. To research the situation, the support manager wants to know the amount of time that cases have spent within each status during their lifecycle.

Which reporting solution should a consultant recommend?

- A. Create a report using the Case age report type
- **B. Create a report using the Case snapshot report type**
- C. Create a report using the Case Lifecycle report type
- D. Create a report using the Case historical trending report type

Answer: B

Explanation:

A case snapshot report is a report that shows the values of selected fields at different points in time during the case life cycle. You can use this report to see how long a case spent in each status and what changes were made to the case over time. This report can help the support manager to research the situation and identify the causes of the increase in average case age. Verified Reference: Create Case Snapshot Reports

NEW QUESTION # 146

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