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Salesforce Administer and Maintain Service Cloud Sample Questions (Q55-Q60):

NEW QUESTION # 55
Universal Containers wants to implement best practices for its customer support teams and has decided to follow a Knowledge Centered Support (KCS) methodology.
Which benefit can be expected?

- A. Reduced first contact resolution time
- B. Reduced issue resolution time
- C. Reduced post-interaction time

Answer: B

Explanation:
Adopting a Knowledge Centered Support (KCS) methodology can lead to reduced issue resolution time as a key benefit. KCS emphasizes the creation, maintenance, and effective use of a knowledge base, enabling faster access to solutions and reducing the time needed to resolve customer issues.

NEW QUESTION # 56
Universal Containers (UC) has Excel files of customer data maintained by its service reps. All of the service reps have worked with the same customer contacts. UC wants to ensure that its Salesforce instance has clean data.
Which best practice should a consultant recommend?

- A. Import the records and create a Flow to change the data type.
- B. Import the records and use Duplicate Management.
- C. Deduplicate the data before importing into Salesforce.

Answer: C

Explanation:
The best practice to ensure clean data in Salesforce when importing customer data from Excel files is to deduplicate the data before the import process. This involves identifying and merging duplicate records, ensuring that only unique and accurate data is imported into Salesforce. This proactive step prevents data quality issues and maintains the integrity of the Salesforce database.

NEW QUESTION # 57
Which advantage does Salesforce provide with the OpenCTI framework?

- A. Developers can Integrate with any telephony platform available with minimal need for customization.
- B. Agents can run their softphone at the operating system level, embedded in the task bar or system tray.
- C. Agents can use telephony on a wide range of browsers and operating systems while only developing once.

Answer: C

Explanation:
Salesforce's OpenCTI (Computer Telephony Integration) framework offers the advantage of allowing agents to use telephony across various browsers and operating systems without the need for multiple developments. This cross-platform compatibility ensures a consistent user experience and simplifies telephony integration within Salesforce, enhancing efficiency and accessibility for service agents.

NEW QUESTION # 58
After migration from Knowledge to Lightning Knowledge , Authors are unable to cretae FAQ article type , but can succefull create Install Notes article type.SupportMngers have confirmed that articles of type FAQ exist in production.
How shoud a consultant correct this problem?

- A. Grant Authors acess to FAQ artcle type
- B. Set Article Or Wide to Public Read Write
- C. Add Authors to the FAQ data category
- D. Grant authors access to the FAQ records type

Answer: D

Explanation:
Granting authors access to the FAQ record type is the recommended solution to correct the problem of authors being unable to create FAQ article types after migration from Knowledge to Lightning Knowledge. A record type is a way of defining different business processes, page layouts, and picklist values for different types of records within an object. A record type can be used to control which users can create, view, edit, or delete records of that type. When migrating from Knowledge to Lightning Knowledge, each Classic article type becomes a Lightning record type. Therefore, granting authors access to the FAQ record type can enable them to create FAQ articles in Lightning Knowledge. Verified Reference: [Service Cloud Consultant Certification Guide & Tips], Record Types Overview

NEW QUESTION # 59

Universal Container's customers like speaking to a live support agent on complex product issues. This causes a heavy amount of phone calls and customers complain about the hold time.

What functionality should the consultant recommend implementing to resolve this issue?

- A. Contact Requests
- B. Open CT1
- C. Social Customer Service
- D. Embedded Chat Window

Answer: D

NEW QUESTION # 60

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