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Salesforce Administer and Maintain Service Cloud Sample Questions (Q147-Q152):

NEW QUESTION # 147

Universal Containers has tested Skills-Based Routing in a sandbox and is ready to deploy to production. Which solution should a consultant use to deploy the Service Resources, Skills, and Routing?

- A. Data Import Wizard
- B. Data Loader
- C. Mass Transfer Records

Answer: B

Explanation:

For deploying Service Resources, Skills, and Routing configurations from sandbox to production, using Data Loader is recommended. This tool allows for the bulk import, export, and update of data, making it suitable for transferring complex configurations related to Skills-Based Routing and associated records efficiently.

NEW QUESTION # 148

Support Managers have requested the ability to provide real-time feedback to Agents during customer chat sessions. What feature should a consultant configure to meet this requirement?

- **A. Omni-channel Supervisor**
- B. Next Best Actions
- C. Case Feed
- D. Push Notifications

Answer: A

Explanation:

Omni-channel Supervisor is a feature that allows managers to monitor the performance and activity of agents and queues in real time. Managers can view metrics such as agent status, workload, capacity, and chat transcripts. Managers can also provide real-time feedback to agents during customer chat sessions by sending private messages or coaching requests. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Omni-Channel Supervisor Overview

NEW QUESTION # 149

The customer support team at Universal Containers (UC) has noticed a large increase in Case Resolution times recently. UC wants to use Einstein for Service to help agents locate the relevant information more quickly. Which feature should the consultant recommend?

- **A. Einstein Article Recommendations**
- B. Einstein Reply Recommendations
- C. Einstein Bots

Answer: A

Explanation:

To address the increase in Case Resolution times, Einstein Article Recommendations can be highly effective. This feature uses machine learning to suggest relevant knowledge articles to agents, based on the context of the customer cases they are working on. By providing agents with quick access to pertinent information, Einstein Article Recommendations can significantly reduce the time spent searching for solutions, thereby improving case resolution times and enhancing overall service efficiency.

NEW QUESTION # 150

Universal Containers (UC) hired agents in an expansion of the contact center. Getting agents up to speed and fully productive is a priority. UC implemented a standardized agent-customer dialog to assist agents. Which feature should a consultant integrate into the Service Console?

- A. In-App Guidance
- B. Actions & Recommendations
- **C. Einstein Next Best Action**

Answer: C

NEW QUESTION # 151

Universal Containers wants to help customers resolve issues by browsing Knowledge articles and submitting a case if they need more Information.

What should the consultant recommend to meet the requirements?

- Answer: C**

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