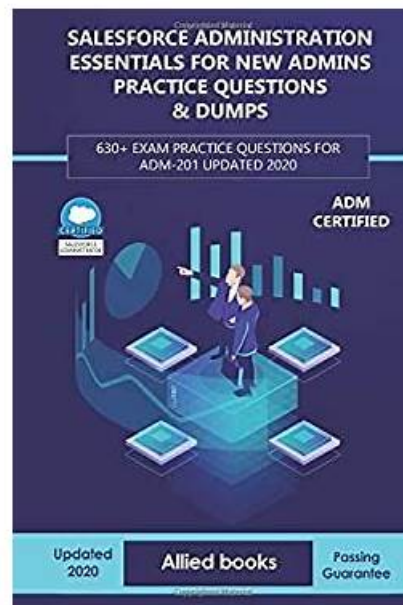


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Salesforce Administer and Maintain Service Cloud Sample Questions (Q31-Q36):

NEW QUESTION # 31

Universal Containers wants to ensure the contracted service level requirements for its clients are being met. What should be configured to meet this requirement?

- A. Entitlement processes, contracts, contract line items, and entitlements
- B. Entitlement processes, contract line items, milestones, and entitlements
- C. Entitlement processes, milestones, milestone actions, and entitlements
- D. Entitlement processes, contracts, milestones, and milestone actions

Answer: C

Explanation:

Entitlement processes, milestones, milestone actions, and entitlements are features that can be configured to ensure the contracted service level requirements for its clients are being met. Entitlements define the levels of support that customers are eligible to receive based on their products, service contracts, or warranties. Entitlement processes define the timeline and steps required to deliver support to customers. Milestones define the critical steps in the support process, such as first response time or resolution time, and track whether they are completed on time. Milestone actions define the automated actions that occur when a milestone is approaching, violated, or completed, such as sending email notifications, assigning cases to queues or users, or changing field values. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Set Up and Manage Entitlements and Milestones

NEW QUESTION # 32

Universal Containers is getting ready to start User Acceptance Testing (UAT) for its customer service transformation project. The consultant has been asked where the testing should occur. The business users and stakeholders need an environment that can support 60 days of UAT and includes representative data from production.

Which environment type should the consultant recommend?

- A. Partial Copy Sandbox
- B. Developer Pro Sandbox
- C. Full copy sandbox

Answer: C

NEW QUESTION # 33

Cloud Kicks plans to deploy Service Cloud to customers who will have different levels of support. The consultant is unsure whether Entitlements only or Entitlements plus Service Contracts is the correct solution.

Which question should the consultant ask to determine the preferred solution?

- A. Will customers access Knowledge articles through Experience Cloud?
- B. Do multiple versions of the Entitlements need to be created and maintained?
- C. Is support provided on a periodic basis and renewed annually?

Answer: C

Explanation:

Asking whether support is provided on a periodic basis and renewed annually helps determine the need for Service Contracts in addition to Entitlements. Service Contracts are suitable for situations where support is tied to specific terms and conditions, such as annual support agreements, whereas Entitlements define the types of support a customer is entitled to.

NEW QUESTION # 34

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 # 35

Universal Containers (UC) has a policy that requires all email traffic to remain within its firewall. UC receives up to 2,000 cases per day, some of which include large email attachments from customers.

When implementing Salesforce in this scenario, which solution should a consultant recommend?

- **A. Email-to-Case**
- B. Email relay
- C. deg -Demand Email-to-Case

Answer: A

Explanation:

For Universal Containers, which requires all email traffic to remain within its firewall and handles a high volume of cases with attachments, Email-to-Case is the recommended solution. Email-to-Case allows emails to be converted into cases within Salesforce while keeping email data secure within the company's firewall, accommodating the need for security and efficiency in handling customer cases.

NEW QUESTION # 36

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