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QUESTION 1

Universal Containers has recently implemented a new CTI system, Knowledge base, and Einstein Chatbots to interact with customers. The VP of support and services has asked for additional system improvements to facilitate customer self- service. What should the consultant recommend?

- A. Have customers search the Knowledge base for solutions.
- B. Provide a toll-free customer support phone number.
- C. Create an Experience Cloud site for customers.

Answer: C

Explanation:

An Experience Cloud site can serve as a self-service customer portal, providing access to a knowledge base, support resources, and community forums where customers can find answers, log cases, and interact with each other and the organization. This solution aligns with the goal of facilitating customer self-service and complements the existing CTI system, Knowledge base, and Einstein Chatbots.

QUESTION 2

Case closure time at Cloud Kicks (CK) is too high although CK already enabled Knowledge Management. What should the consultant recommend to decrease case closure time?

- A. Add data category groups.
- B. Create synonym groups.
- C. Enable Suggested Articles.

Answer: C

Explanation:

Enabling Suggested Articles in Salesforce Knowledge provides service agents with article recommendations based on case details, helping them find relevant information faster. This feature can decrease case closure times by equipping agents with the knowledge they need to resolve issues more efficiently, enhancing the overall support experience.

QUESTION 3

Support is divided by product line at Universal Containers. Each product line has its own support reps, queue, articles, and record types. Support reps only work within their product line. To help standardize communications with customers, the support administrator would like to implement quick texts. Quick texts are unique to each product line. How should the administrator ensure support reps only have access to quick texts for their specific product line?

- A. Create a folder for each product line and share them with public groups.
- B. Set the organization-wide default to Private and create sharing rules to share them with roles.
- C. Add a permission set for Read access to the appropriate product line.

Answer: A

Explanation:

By creating a separate folder for quick texts for each product line and sharing these folders with respective public groups associated with each product line's support reps, Universal Containers can ensure that support reps have access only to the quick texts relevant to their product line. This approach maintains organized access control and supports standardization while catering to

the unique needs of each product line.

QUESTION 4

The support manager at Universal Containers wants to improve visibility to cases across the organization and has decided that product managers should be more involved in the case management process. The support manager has created predefined case teams for each product and trained support agents to add the appropriate case team to each case. Which solution allows product managers to quickly see and review the cases that are created for their products?

- A. Configure a Case list view filtered by My Cases.
- B. Configure a Case related list on the Product page layout.
- C. Configure a Case list view filtered by My Case Teams.

Answer: C

Explanation:

Configuring a Case list view filtered by "My Case Teams" allows product managers to quickly see and review cases associated with their product teams. This solution leverages the predefined case teams for each product, making it easy for product managers to filter and access relevant cases, improving visibility and involvement in the case management process.

QUESTION 5

Using the Lightning Service Console, how can a contact center manager see which service agents are currently available to accept new cases?

- A. Omni-Channel Analytics
- B. Omni-Channel Utility component
- C. Omni-Channel Supervisor tab

Answer: C

Explanation:

The Omni-Channel Supervisor tab in the Lightning Service Console provides real-time visibility into the status of service agents, including who is currently available to accept new cases. This feature allows contact center managers to monitor and manage agent availability and workload effectively, ensuring efficient case distribution.

QUESTION 6

Cloud Kicks is preparing to launch Service Console to a large set of service agents. Feedback from a pilot group of users revealed they would like a quick way to navigate the console, including changing tabs, saving records, and searching. What is the recommended feature to improve productivity?

- A. Keyboard shortcuts
- B. Quick text
- C. Custom macros

Answer: A

Explanation:

Keyboard shortcuts in the Lightning Service Console enable service agents to quickly navigate the console, change tabs, save records, and perform searches without relying on mouse clicks. This feature enhances productivity by allowing agents to perform common actions more efficiently, addressing the feedback from the pilot group of users.

QUESTION 7

A consultant is tasked with creating a dashboard in Salesforce for Cloud Kicks' executives. The dashboard needs to provide insights that will assist in strategic decision-making. Which type of report should the consultant include to meet the requirement?

- A. Snapshot reporting that shows trends in the number of cases handled per month, providing a high-level overview of customer service operations
- B. Omni-Channel Analytics detailing specific paths and routing types to evaluate the efficiency of support channel
- C. Detailed CTI analytics reports, such as wait times and handle times, to review individual agent performance

Answer: A

Explanation:

Snapshot reporting on trends in the number of cases handled per month offers executives a high-level overview of customer service operations, enabling them to identify patterns, assess performance, and make informed strategic decisions. This type of report is valuable for understanding service demand and resource allocation over time.

QUESTION 8

Universal Containers has a category of cases that cannot be solved by a single agent and instead requires a team of experts to triage and resolve the issue. The support manager is interested in solutions that allow the team of experts to collaborate on these cases.

Which option should the consultant recommend so experts can collaborate in real time?

- A. Add experts to an integrated Slack channel.
- B. Use Email-to-Case to send an email to experts so they can use email threads.
- C. Implement Skills-Based Routing to assign the case to experts.

Answer: A

Explanation:

Integrating a Slack channel for experts to collaborate on complex cases provides a real-time communication platform that supports quick exchange of ideas, files, and updates. This solution fosters teamwork and enables faster resolution of issues that require input from multiple experts.

QUESTION 9

Cloud Kicks is planning a Service Cloud implementation to reduce the time spent and improve the quality of agent messaging sessions with customers. After discussions with leadership and the customer service team, the consultant determines that the biggest gains with the least amount of effort for configuring a standard Einstein for Service feature are from automating standard responses. Which feature meets this requirement most effectively?

- A. Einstein Reply Recommendations
- B. Einstein Article Recommendations
- C. Einstein Case Wrap-Up

Answer: A

Explanation:

Einstein Reply Recommendations use AI to suggest responses to agents during messaging sessions, automating standard replies and improving efficiency. This feature helps reduce the

time spent by agents on crafting responses, thereby enhancing the quality of customer interactions with minimal configuration effort.

QUESTION 10

Universal Containers wants to move articles from an old database to its new Salesforce Knowledge system. Many of the how-to articles include images that need to be transferred. What should a consultant consider when moving these images into Salesforce Knowledge?

- A. Add images to an HTML file.
- B. Ensure each image is less than 25 MB.
- C. Change all images to JPEG files.

Answer: B

Explanation:

When moving images into Salesforce Knowledge, it's important to ensure that each image file size does not exceed Salesforce's maximum file size limit, which is typically 25 MB. Adhering to this constraint ensures that images can be successfully uploaded and displayed within Knowledge articles.

QUESTION 11

Universal Containers (UC) is preparing to implement Service Cloud and wants to onboard its global support team. UC is gathering feedback from the support team about how they will use Service Cloud. Requirements gathering sessions have resulted in a large set of deliverables. What should a consultant recommend as the next step?

- A. Identify and prioritize the requirements for the minimum viable product.
- B. Prioritize the requirements based on the stakeholder who submitted them.
- C. Prioritize the requirements based on requests from the regions.

Answer: A

Explanation:

Identifying and prioritizing the requirements for a minimum viable product (MVP) allows for a focused and phased approach to the Service Cloud implementation. This strategy ensures that the most critical functionalities are developed and deployed first, providing immediate value while allowing for iterative enhancements based on feedback and additional requirements.

QUESTION 12

Universal Containers (UC) is implementing Service Cloud within its North America call center to validate key use cases, system capabilities, and integration patterns. The UC leadership team is concerned that the upcoming Salesforce Release schedule may impact the implementation project's development efforts.

What should a consultant recommend that UC's Salesforce admin do in this scenario?

- A. Postpone the release to the production org so the team can finish the project before the release is deployed.
- B. Disable updates to the sandbox so the team can continue using the solution without the updates from the release.
- C. Opt Bp the sandbox in as a Bp preview org g so the team can conduct testing gp prior to the release being g deployed.

Answer: C

Explanation:

Opting the sandbox in as a preview org allows the UC team to test new Salesforce features and updates in a controlled environment before they are deployed to the production org. This proactive approach helps identify and address potential issues, ensuring that the implementation project is not adversely affected by upcoming Salesforce releases.

QUESTION 13

Universal Containers has technical support and general customer service teams that use unique Service Console applications.

Which configuration should a consultant use when deploying the console?

- A. Assign the app to the User profile.
- B. Assign a permission set granting the Service User license.
- C. Assign the Service User license to their User record.

Answer: A

Explanation:

Assigning the Service Console application to the User profile ensures that users within specific profiles have access to the appropriate console based on their role and responsibilities. This configuration allows for a customized experience, ensuring that technical support and general customer service teams have access to the tools and information relevant to their unique workflows.

QUESTION 14

What should a consultant recommend to ensure chat requests contain sufficient information for service agents to respond effectively?

- A. Customize Intents using Einstein Chatbots.
- B. Customize the Lightning Console chat page.
- C. Customize the pre-chat form.

Answer: C

Explanation:

Customizing the pre-chat form allows for the collection of sufficient information from customers before a chat session begins. This ensures that service agents have the context and details needed to respond effectively, improving the efficiency and quality of chat interactions.

QUESTION 15

Which approach should a consultant use to ensure that Lightning Knowledge searches only display articles for a service agent's product specialization?

- A. Create a data category for each product. Assign data categories to service agents.
- B. Create an article action for each record type. Assign record types to service agents.
- C. Create a permission set for each record type. Assign permissions to service agents.

Answer: A

Explanation:

Creating a data category for each product and assigning these categories to service agents based on their product specialization ensures that agents only see relevant articles during Lightning Knowledge searches. This approach streamlines access to information and enhances support efficiency for specific product lines.

QUESTION 16

A service manager at Cloud Kicks has received complaints from customers who speak languages other than English that their cases are taking a long time to be resolved. After investigation, the consultant has determined that these work items fail to be assigned to the correct agents. What should the consultant recommend that the service manager do first?

- A. Review Assigned Work.
- B. Review Queues Backlog.
- C. Review Skills Backlog.

Answer: C

Explanation:

Reviewing the Skills Backlog allows the service manager to identify any mismatches or delays in assigning cases to agents with the appropriate language skills. Addressing issues in the skills assignment process can help reduce resolution times for non-English speaking customers by ensuring cases are directed to the right agents.

QUESTION 17

Cloud Kicks (CK) has multiple product lines. CK is preparing to launch a public knowledge base for customers that will have 2,500 articles. The company wants an easy way for users to find relevant articles based on its product. What is the recommended method to meet the requirement?

- A. Topics for objects
- B. Data Category groups
- C. Screen Flow

Answer: B

Explanation:

Using Data Category groups allows Cloud Kicks to organize their large volume of articles by product, making it easier for users to find relevant information. This method enhances the searchability and user experience of the public knowledge base by categorizing articles in a way that aligns with the company's product lines.

QUESTION 18

Cloud Kicks provides support to customers across the world and uses 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 with the correct groups of service agents. What should a consultant recommend to meet the requirements?

- A. Use custom labels to manage quick text translations.
- B. Share a folder with quick text for each translation.
- C. Share each quick text individually to Public Groups.

Answer: B

Explanation:

Sharing a folder containing quick text translations for each language with the appropriate groups of service agents ensures that agents have access to common responses in the necessary languages. This approach facilitates efficient communication with customers worldwide and

streamlines the management of translated quick texts.

QUESTION 19

Universal Containers wants to notify support managers when a new case has been untouched for more than 2 business hours.

Which approach should a consultant implement?

- A. Establish Case Assignment rules.
- B. Create a Flow with a scheduled path.
- C. Configure Case Escalation rules.

Answer: C

Explanation:

Case Escalation Rules can be configured to escalate cases that have not been touched within a specified timeframe, such as 2 business hours. This ensures that support managers are notified when a case remains untouched beyond the set threshold, allowing for timely intervention and improved case management.

QUESTION 20

The service team members at Cloud Kicks (CK) are struggling to collaborate with each other on Cases. CK also uses Slack internally.

What should the consultant recommend?

- A. Enable and configure Swarming in Slack.
- B. Create a case team workspace in Slack.
- C. Configure a case notification Slackbot.

Answer: B

Explanation:

Creating a dedicated workspace in Slack for case teams enables real-time collaboration and communication among Cloud Kicks service team members. This approach leverages the existing internal use of Slack, providing a familiar platform for team members to discuss cases, share updates, and collaborate effectively.

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