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# Question 1

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**Question Type:** MultipleChoice

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Cloud Kicks (CK) wants to increase the number of articles in its knowledge base while maintaining article quality. CK plans to allow all service agents to create articles.

What should the consultant recommend to create a vetting workflow to reduce the number of low-quality articles?

## Options:

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- A- Flow with notifications
- B- Reports and dashboards
- C- Approval process

## Answer:

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C

## Explanation:

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To maintain article quality while increasing the number of Knowledge articles, implementing an approval process for article creation is recommended. This process allows for the vetting of articles by subject matter experts or managers before publication, ensuring that

only high-quality content is made available in the knowledge base.

## Question 2

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**Question Type:** MultipleChoice

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Universal Containers has decided to implement a Web-to-Case form on its website so customers can submit support requests instead of calling the customer service center. The product owner has asked the consultant to create the implementation plan and research solutions.

What should the consultant do before creating an implementation plan?

### Options:

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- A- Review Service Setup Assistant for Web-to-Case.
- B- Review guidelines and limits for Web-to-Case.
- C- Review Einstein Conversation Mining for Web-to-Case.

### Answer:

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B

**Explanation:**

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Before creating an implementation plan for Web-to-Case, reviewing the guidelines and limits for this feature is essential. Understanding these constraints ensures that the implementation aligns with Salesforce's capabilities and limitations, facilitating a smooth and effective deployment of the Web-to-Case form.

## Question 3

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**Question Type:** MultipleChoice

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A manager would like information on which Knowledge articles are used most often by call center agents.

Which report should a consultant use to identify the Knowledge articles that are used most often?

**Options:**

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**A-** Knowledge articles with the most revisions

**B-** Knowledge articles with the highest ratings

**C-** Number of Knowledge articles attached to Cases

**Answer:**

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C

**Explanation:**

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To identify which Knowledge articles are used most often by call center agents, creating a report that tracks the number of Knowledge articles attached to cases is recommended. This provides insights into which articles are most frequently utilized in case resolutions, informing content optimization and training efforts.

## Question 4

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**Question Type:** MultipleChoice

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Service agents need to send emails with attachments to customers based on the case details.

Which Lightning Service Console feature should a consultant use to meet the requirement?

### Options:

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- A- Lightning Knowledge
- B- Quick text template
- C- Custom case actions

### Answer:

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C

### Explanation:

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To facilitate service agents sending emails with attachments based on case details, configuring custom case actions in the Lightning Service Console is recommended. These actions can be tailored to include email templates and attachment options, streamlining the process for agents and enhancing case resolution efficiency.

## Question 5

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**Question Type:** MultipleChoice

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Universal Containers (UC) is planning to use Service Cloud Messaging to send SMS messages to customers. Messages are

always between 175 and 255 characters.

What should the consultant recommend that UC use for messaging?

**Options:**

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**A-** SMS Long Code

**B-** SMS Enhanced

**C-** SMS Short Code

**Answer:**

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A

**Explanation:**

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For sending SMS messages between 175 and 255 characters, using SMS Long Code is recommended. Long Codes are standard telephone numbers used for longer text message communications, suitable for more detailed SMS interactions with customers while providing a more personalized experience.

## Question 6

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**Question Type: MultipleChoice**

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Cloud Kicks has a Service Cloud implementation with several channels. Executives want quick access to agent, team, and call center key performance indicators (KPIs). Service managers need to see data about their teams as well.

How should the consultant display the data quickly?

**Options:**

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- A-** Create reports from Cases and display on a dashboard.
- B-** Migrate the data to a data lake and request a dashboard.
- C-** Use Einstein Analytics for Service Cloud,

**Answer:**

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C

**Explanation:**

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For providing executives and service managers with quick access to agent, team, and call center KPIs, utilizing Einstein Analytics for Service Cloud is recommended. This solution offers advanced analytics and visualization capabilities, enabling the creation of dashboards that provide real-time insights tailored to different organizational levels, based on their data access.



## Question 7

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**Question Type:** MultipleChoice

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To help service agents more accurately respond to a new case, Universal Containers wants a list of relevant Knowledge articles displayed on the Case record page.

How should a consultant configure this requirement?

### Options:

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- A-** Add the Knowledge tab to the Service Console.
- B-** Add the Knowledge component to the Case record page.
- C-** Add the Knowledge related list to the Case record page.

### Answer:

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B

### Explanation:

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To assist service agents in finding relevant Knowledge articles for new cases, adding the Knowledge component to the Case record page in the Lightning Service Console is recommended. This component dynamically suggests articles based on case details, aiding agents in providing accurate and efficient responses.

## Question 8

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**Question Type:** MultipleChoice

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Universal Containers wants to let its customers interact in real time with support agents from their computers and mobile devices.

Which feature should a consultant recommend to meet this requirement?

### Options:

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- A- Web-to-Case
- B- Einstein Chat Bot
- C- Knowledge articles

**Answer:**

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B

**Explanation:**

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To enable real-time interaction between customers and support agents from computers and mobile devices, implementing an Einstein Chat Bot is recommended. Chatbots provide an immediate, interactive communication channel that can escalate complex issues to live agents, enhancing the customer support experience across devices.

## Question 9

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**Question Type: MultipleChoice**

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Cloud Kicks frequently works with distribution partners who have complex issues that need immediate attention. To solve the issues, Tier 2 support often needs to engage other teams within the organization. The team uses Slack to communicate internally.

Which solution should the consultant recommend to meet the needs of the organization?

**Options:**

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- A- Omni-Channel routing
- B- Case escalation
- C- Swarming

**Answer:**

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C

**Explanation:**

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For addressing complex issues requiring immediate attention and collaboration across multiple teams, recommending the swarming approach, particularly facilitated through Slack for Service, is advised. Swarming enables cross-functional teams to come together quickly to solve issues, leveraging collective expertise and improving resolution times for complex cases.

## Question 10

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**Question Type:** MultipleChoice

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A customer submitted a case that is routed to a service desk agent at Universal Containers. After the agent responds to the case, they realize the customer is ineligible for support.

Which solution should the consultant recommend to prevent this scenario from happening in the future?

**Options:**

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- A-** Add the Case's Entitlement related list to the Case Lightning Record Page.
- B-** Add the related Contact's Entitlement related list to the Case Lightning Record Page.
- C-** Add the related Account's Entitlement related list to the Case Lightning Record Page.

**Answer:**

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B

**Explanation:**

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To prevent agents from responding to cases from customers who are ineligible for support, adding the related Contact's Entitlement related list to the Case Lightning Record Page is recommended. This allows agents to quickly verify the customer's entitlement to support before proceeding with case resolution, ensuring compliance with support policies.

## Question 11

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**Question Type:** MultipleChoice

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Universal Containers' leadership wants to reduce the level of effort required to get the right people involved to resolve service issues more quickly.

What should the consultant recommend to distribute cases?

**Options:**

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- A-** Create queues with support agents and use assignment rules.
- B-** Predefine case teams and use assignment rules.
- C-** Configure Web-to-Case and use assignment rules,

**Answer:**

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A

**Explanation:**

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To efficiently distribute cases and get the right people involved for quicker resolution, creating queues that group support agents by expertise or function and utilizing assignment rules to automatically route cases to the appropriate queues is recommended. This approach streamlines case distribution, ensuring cases are handled by agents best equipped to resolve them promptly.

## Question 12

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**Question Type:** MultipleChoice

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Cloud Kicks is planning to provide different levels of support to customers in order to ensure its agents are working within the confines of the service-level agreements (SLAs).

Which feature should the consultant consider?

### Options:

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**A-** Entitlements

**B-** Case Management

**C-** Service Contracts

### Answer:

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A

### Explanation:

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To provide different levels of support and ensure adherence to service-level agreements (SLAs), utilizing Entitlements is recommended. Entitlements define customers' rights to specific support services and SLAs, enabling Cloud Kicks to manage and enforce different support levels effectively, ensuring that agents deliver the appropriate level of service to each customer.



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