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Question 1

Question Type: MultipleChoice

Universal Containers has recently implemented Chat and is looking for recommendations about how to improve agents' ability to find the appropriate answer while chatting with customers.

What should a consultant recommend to meet this requirement?

Options:

- A- Einstein Reply Recommendations
- B- Einstein Article Recommendations
- C- Action & Recommendations component

Answer:

B

Explanation:

To improve agents' ability to find appropriate answers during chat sessions with customers, implementing Einstein Article Recommendations is recommended. This feature uses AI to suggest relevant Knowledge articles to agents based on the context of the

chat, enhancing the efficiency of information retrieval and the quality of customer support.

Question 2

Question Type: MultipleChoice

Cloud Kicks provides phone support to customers using the Service Cloud Voice Dialer. Once a call completes, support agents often need to send a follow-up email or finalize case notes. CK wants to get insight about agent efficiency.

Which metric should a consultant recommend to track the efficiency of individual agents?

Options:

A- Total Emails Sent

B- Call Abandonment

C- After Conversation Work Time

Answer:

C

Explanation:

To track the efficiency of individual agents using the Service Cloud Voice Dialer, focusing on the 'After Conversation Work Time' metric is recommended. This metric measures the time spent by agents on follow-up tasks after a call has ended, providing insights into how efficiently agents manage their post-call responsibilities and contributing to an overall understanding of agent productivity.

Question 3

Question Type: MultipleChoice

Universal Containers needs to provide contact center agents with access to a customer's payment history if the call concerns a billing problem. The following considerations need to be taken into account:

- * Billing data is stored in an external system containing over 20 million records.
- * Only the finance department has direct access to the billing system.

Which solution should a consultant recommend?

Options:

- A- Create a custom tab that displays a search page from the billing system.
- B- Integrate payment data into Salesforce from the billing system using custom objects.
- C- Configure Salesforce Connect and External Objects to the billing system.

Answer:

C

Explanation:

To provide contact center agents with access to a customer's payment history from an external billing system, configuring Salesforce Connect to integrate External Objects is advised. This solution enables real-time access to billing data directly within Salesforce, eliminating the need for direct access to the external system and streamlining the process for agents handling billing-related inquiries.

Question 4

Question Type: MultipleChoice

Service agents have reported that the Lightning Service Console is too crowded which makes it difficult to find the information they need. After reviewing the agents' console use, a consultant has determined that all configured features are required.

Given this scenario, which solution should a consultant suggest to improve the efficiency for console users?

Options:

- A- Train on keyboard shortcuts.
- B- Prepare macros.
- C- Create multiple console layouts.

Answer:

C

Explanation:

Given that all features in the Lightning Service Console are required but users find it too crowded, creating multiple console layouts tailored to different user roles or tasks is recommended. This allows for the customization of the console's interface to display only the most relevant information and tools for each specific use case, improving efficiency and usability for console users.

Question 5

Question Type: MultipleChoice

Universal Containers (UC) wants to deploy Service Cloud to 100 contact centers located across North America, Europe, and Asia

a. UC wants standardized reporting across worldwide contact centers' key performance indicators (KPIs).

Which approach should a consultant recommend in this scenario?

Options:

- A-** Assign a global team of experienced analysts to create a standard report template.
- B-** Ask leadership, management, and agents in all regions to vote on the standard report template.
- C-** Request that the VP of worldwide support design a standard report template to provide a clear vision,

Answer:

A

Explanation:

For Universal Containers to achieve standardized reporting across its worldwide contact centers, assembling a global team of experienced analysts to develop a standard report template is recommended. This approach ensures that the template reflects a comprehensive understanding of global KPIs, facilitating consistent performance measurement and comparison across all regions.

Question 6

Question Type: MultipleChoice

Cloud Kicks (CK) recently implemented Knowledge-Centered Support (KCS) to improve the expertise of its agents. The pilot focused on creating articles for the most common support topics. After the pilot, customer satisfaction has improved and average call time has decreased. To continue improving support key performance indicators (KPIs), CK wants to know where to focus its efforts next.

What should a consultant recommend that CK do next?

Options:

- A-** Allow agents to create and publish articles independently.
- B-** Use the Search Activity Gaps dashboard component.
- C-** Detach articles from cases to reset statistics.

Answer:

B

Explanation:

To continue improving support KPIs after implementing Knowledge-Centered Support (KCS), utilizing the Search Activity Gaps dashboard component is recommended. This tool helps identify topics for which customers are searching but not finding satisfactory answers, guiding CK's efforts in creating new or updating existing articles to address these gaps and further enhance customer satisfaction and support efficiency.

Question 7

Question Type: MultipleChoice

Universal Containers provides customer support for both new products and routine maintenance of existing products. The cases for both types have many stages and fields in common; however, the maintenance cases have additional stages and fields that need to be captured. Which feature should a consultant recommend to accomplish this objective?

Options:

A- Approval Processes

B- Support Types

C- Support Processes

Answer:

C

Explanation:

To accommodate the common stages and fields for new product support cases and the additional stages and fields for maintenance cases, implementing Support Processes is recommended. Support Processes allow for the customization of case stages based on the type of support being provided, ensuring that all necessary information is captured accurately for each case type.

Question 8

Question Type: MultipleChoice

Cloud Kicks wants to implement a solution that would hold service agents accountable for keeping customer service-level agreements (SLAs).

Which feature should a consultant use to meet this request?

Options:

- A- Service Contracts
- B- Salesforce Survey
- C- Entitlement process

Answer:

C

Explanation:

To hold service agents accountable for maintaining customer service-level agreements (SLAs), implementing an Entitlement Process is recommended. This feature allows for the definition and management of SLAs for each customer, providing a structured framework to monitor case handling against agreed service levels and ensuring agent accountability in meeting customer service commitments.

Question 9

Question Type: MultipleChoice

Universal Containers wants to provide a more consistent service experience to its customers and is evaluating using macros.

Which prerequisite should the consultant consider?

Options:

- A- Publisher actions are on the page layout.
- B- All users have permission to create macros.
- C- The Lightning page contains the Run Macros action.

Answer:

C

Explanation:

When evaluating the use of macros to provide a consistent service experience, ensuring that the Lightning page layout includes the Run Macros action is a prerequisite. This enables agents to easily execute macros directly from the case record, streamlining repetitive tasks and enhancing service efficiency.

Question 10

Question Type: MultipleChoice

Cloud Kicks wants to create a secure, branded mobile app that its Experience Cloud customers can use to create and track cases, see upcoming product announcements, and interact with other customers who have common interests.

Which mobile development option should the consultant recommend?

Options:

- A- Create two custom mobile apps, one for Apple and the other for Android.
- B- Explain that community users can access the site through a web browser.
- C- Use Salesforce Mobile Publisher to create a common app for both Apple and Android.

Answer:

C

Explanation:

For creating a secure, branded mobile app for Experience Cloud customers, utilizing Salesforce Mobile Publisher is recommended. This tool allows for the creation of a unified mobile app compatible with both Apple and Android devices, providing a seamless experience for

customers to engage with the brand, track cases, and interact with the community.

Question 11

Question Type: MultipleChoice

What should the consultant consider when implementing Salesforce Chat functionality in a new Service Cloud instance?

Options:

- A- It should be deployed with Experience Builder.
- B- It is incompatible with Einstein Bots.
- C- It should be routed via Omni-Channel,

Answer:

C

Explanation:

When implementing Salesforce Chat functionality, it's important to integrate it with Omni-Channel for routing. This ensures that chat requests are distributed based on agent availability and workload, aligning with overall service channel management and ensuring efficient handling of customer inquiries.

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