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Question 1

Question Type: **MultipleChoice**

Cloud Kicks will us250e the Salesforce Knowledge Article Importer to migrate existing articles from another knowledge base. The current knowledge base includes how-to

guides written in HTML.

What is the recommended method to import the how-to guides into Salesforce Knowledge?

Options:

A) Modify the import parameters to specify HTML encoding.

B) Change the HTML format first to support subfields.

C) Create an HTML file for each rich text area field.

Answer:

C

Explanation:

When migrating how-to guides written in HTML to Salesforce Knowledge, the recommended approach is to create an HTML file for each article's rich text area field. This method ensures that the HTML content is properly formatted and displayed within Salesforce Knowledge articles, preserving the original layout and functionality of the how-to guides.

Question 2

Question Type: MultipleChoice

Universal Containers wants to implement best practices for its customer support teams and has decided to follow a Knowledge-Centered Support (KCS) methodology.

Which benefit can be expected?

Options:

A) Reduced issue resolution time

B) Reduced first contact resolution time

C) Reduced post-interaction time

Answer:

A

Explanation:

Implementing a Knowledge-Centered Support (KCS) methodology focuses on integrating knowledge creation and maintenance into the problem-solving process. This approach ensures that as agents resolve customer issues, they simultaneously create or refine knowledge articles. Over time, this leads to a rich knowledge base that can be leveraged to solve similar issues more quickly, thus reducing the overall issue resolution time as agents and customers alike can find answers more efficiently.

Question 3

Question Type: **MultipleChoice**

Universal Containers (UC) recently expanded sales to Mexico and Canada, UC wants Omni-Channel to route cases to agents who speak the customer's preferred

language and have the right knowledge to solve the issue.

Which solution should a consultant recommend to meet the requirements?

Options:

A) Configure Omni-Channel Skills-Based Routing.

B) Configure Case Assignment rule and Omni-Channel Supervisor.

C) Configure Omni-Channel Queve-Based Routing.

Answer:

A

Explanation:

For Universal Containers to efficiently route cases based on language proficiency and subject matter expertise, Skills-Based Routing in Omni-Channel is the optimal solution. This configuration allows administrators to define specific skills, such as language proficiency or technical knowledge, and assign them to agents. Cases can then be automatically routed to agents who possess the required skills to address the customer's needs, ensuring effective communication and resolution.

Question 4

Question Type: **MultipleChoice**

Cloud Kicks (CK) wants to adopt artificial intelligence (AI) for improving case closure key performance indicators (KPIs) and product support planning within its

Service organization. CK has at least 1,000 closed cases from which it can predict accurate values for fields that are empty. CK has yet to implement any Einstein AI products.

Which approach should the consultant recommend to start AI efforts at CK?

Options:

A) Confirm there are enough closed cases and turn on Einstein Service AI Grounding with Cases.

B) Review and address Case data issues and set up Einstein Classification Apps.

C) Review and address Case data issues and set up Einstein Article Recommendations.

Answer:

B

Explanation:

For Cloud Kicks (CK) to adopt artificial intelligence (AI) effectively in improving case closure KPIs and product support planning, it's crucial to first review and address any data quality issues in their existing case data. Once the data is clean and reliable, setting up Einstein Classification Apps is a strategic move. Einstein Classification can analyze historical case data to predict values for fields in new cases, helping prioritize and route cases more efficiently. This approach leverages AI to enhance decision-making processes, improve operational efficiency, and provide more targeted support, aligning with CK's goals to improve case management through AI capabilities.

Question 5

Question Type: **MultipleChoice**

Ursa Major Solar provides support with service-level agreements (SLAs) for high-priority cases. Lower-priority cases have different response times. The service center

uses Omni-Channel to manage work items. However, many recently created, high-priority cases exceed the service deadline.

Which setting should a consultant configure to meet the requirements?

Options:

A) Skills-Based Routing

B) Capacity Model

C) Secondary Routing Priority

Answer:

C

Explanation:

To address the issue of high-priority cases exceeding service deadlines at Ursa Major Solar, configuring Secondary Routing Priority within Omni-Channel settings is recommended. This feature allows the organization to prioritize work items not just by their primary criteria (e.g., case age or initial priority) but also by secondary factors that can include SLA requirements. By setting high-priority cases with stricter SLAs as a secondary routing priority, Omni-Channel can ensure these cases are escalated in the queue, getting the attention they need promptly. This approach helps in effectively managing workloads and meeting SLA commitments for high-priority cases, improving overall service delivery.

Question 6

Question Type: **MultipleChoice**

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?

Options:

A) Einstein Reply Recommendations

B) Einstein Bots

C) Einstein Article Recommendations

Answer:

C

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.

Question 7

Question Type: **MultipleChoice**

Service Agents report that there are so many buttons and components on the Case layout that it is difficult for them to remember which features should be used.

How can a consultant address this concern?

Options:

A) Implement record types and page layouts.

B) Use Einstein Next Best Action.

C) Configure Path for Cases.

D) Improve Validation Rule messages.

Answer:

C

Explanation:

When service agents are overwhelmed by the abundance of buttons and components on the Case layout, configuring Path for Cases offers a streamlined and guided approach to case management. The Path feature highlights key stages and the necessary steps at each stage, helping agents focus on the most relevant actions and information. This reduces confusion and improves the user experience, making it easier for agents to remember and utilize the features that are most important for case resolution.

Question 8

Question Type: **MultipleChoice**

Support is divided by product line at AW Computing. 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 implernent 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?

Options:

A) Set the organization-wide default to Private and create sharing rules to share with roles.

B) Create a folder for each product line and share them with the specific users.

C) Add a permission set for Read access to the appropriate product line.

D) Assign the quick texts to Data Categories with access to the appropriate profiles.

Answer:

B

Explanation:

In scenarios where support reps need access to quick texts specific to their product line, creating a folder for each product line and sharing them with the respective users is an efficient solution. This approach allows for the organization and segregation of quick texts relevant to each product line, ensuring reps have access to only the resources pertinent to their area of support. This method enhances the efficiency and relevance of communications with customers by providing tailored responses.

Question 9

Question Type: **MultipleChoice**

Cloud Kicks is preparing to deploy Omni-Channel Resolutin to dispatch work items to service agents. The Head of Service wants to know what shojld be done during high volume incidents where over 200,000 cases are opened.

Options:

A) Use a Most Aavailable Routing Model which will assign to the agent that be available next.

B) Set Work Item Size Percentage of Capacity to only consume part of an agent's availability.

C) Configure an Overflow Assignee with a user or queue outside the routing configuration.

D) Use a Least Active Routing Model which will assign to the agent that is the least over capacity.

Answer:

C

Explanation:

This is the recommended solution to handle high volume incidents where over 200,000 cases are opened. An Overflow Assignee is an option that can be configured in Omni-Channel Routing Configurations, which allows CK to specify a user or queue that will receive work items when the routing configuration reaches its maximum capacity. An Overflow Assignee can help CK distribute the workload and avoid losing work items during peak periods. Verified Reference: : Overflow Assignee

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