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Question 1

Question Type: MultipleChoice

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

Options:

- A-** Use a Most Available 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:

B

Question 2

Question Type: MultipleChoice

Cloud Kicks pride support to customers across the world and uses the 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 to the correct groups of service agents.

What should a consultant recommend to meet the requirements?

Options:

- A-** Use translation Workbench to localize each Quick Text.
- B-** Set the Organization-Wide default to Public Ready Only.
- C-** Share the Folder with Quick text for each language.
- D-** Share each Quick Text individually to Public Groups.

Answer:

A

Question 3

Question Type: MultipleChoice

Universal Containers need to determine whether the work orders and customer contacts should be stored as child cases or on a related custom object.

Which three aspects should the consultant consider to meet the requirements?

Choose 3 answers

Options:

- A- Work order and customer contact escalation requirements
- B- Visibility and access to the work order records
- C- Total number of account and contact records in the database
- D- Account team relationship to the primary contact
- E- Case closure rules on the original case

Answer:

A, B, E

Question 4

Question Type: MultipleChoice

Cloud Kiks uses Dialer and one-click calling to initiate phone calls to customers. They have recently received complaints from customers who have set their communication preference to email only or text only.

What should a consultant recommend to meet the requirements?

Options:

- A- Configuration a Validation Rule to block on-click calling.
- B- Set the Contact Do not Call field value to true.
- C- Configure Dialer to use Voicemail Crop by default.
- D- Use Dynamic Forms to conditionally hide the one-click field.

Answer:

D

Question 5

Question Type: MultipleChoice

Universal Containers wants to notify Support Managers when a new case has been untouched for more than two business days.

Which approach should a consultant implement?

Options:

- A- Define case auto-response rules.
- B- Use Flow Builder to create a flow with a scheduled path.
- C- Establish case assignment rules.
- D- Configure case escalation rules.

Answer:

D

Question 6

Question Type: MultipleChoice

Ursa Major Solar sends service technicals to customer locations. Customer have complained about 4-hour long appointment windows and lack of information about the technical's arrival time.

What is the recommended feature to improve the customer experience?

Options:

- A- Omn-Channel Routing
- B- Incident Management
- C- Video Support
- D- Appointment Assitant

Answer:

A

Question 7

Question Type: MultipleChoice

Cloud Kicks (CK) wants to correlate its Customer Satisfaction ratings to service center call metrics, CK has identified Average Speed of Answer as a leading indicator to predict Customer Satisfaction.

What should the consultant explain about Average Speed of Answer?

Options:

- A- It captures the same information as First Call Resolution.
- B- It includes blocked and abandoned calls.
- C- It is the typical experience of a caller.
- D- It is skewed by calls that are quickly answered

Answer:

B

Question 8

Question Type: MultipleChoice

Cloud Kicks uses the Service Console, Service agents frequently link related cases to each other, Service agents have asked to see the most recent feed activity on the related case without having to manually open the record.

Which feature should a Service Cloud consultant recommend to improve the user experience?

Options:

- A- Macro to open related cases
- B- Customized case hovers
- C- Quick Actions added to the case page
- D- Actions and Recommendations component

Answer:

B

Question 9

Question Type: MultipleChoice

Cloud Kicks (CK) provides varying levels of support based on the customer's Service Contract. For customer with a Gold Service Contract, agents must provide a response to each customer contact within the 24 hours. CK plans to use Milestones.

What is the recommended Milestone Recurrence Type to meet the requirements?

Options:

A- No Resource

- B- Sequential
- C- Independent
- D- Auto-Add

Answer:

B

Question 10

Question Type: MultipleChoice

Cloud Kicks wants to easily turn social network posts into cases to respond to customer complaints. Support agents will need to respond to posts on Facebook, twitter, and instagram.

What is the recommended license to meet the requirement?

Options:

- A- Service Cloud User feature license
- B- Einstein Reply Recommendations

C- Einstein Social Insights add-on

D- Social Service Pro add-on

Answer:

A

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