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Question 1

Question Type: MultipleChoice

You need to configure email templates for case updates and notifications. Which tool best suits this task?

Options:

- A- Salesforce Classic Email Templates with drag-and-drop content editing.
- B- Entitlement Email Templates for automated communication based on service level agreements.
- C- Lightning Email Templates with flexible design options and dynamic data merge fields.
- D- Einstein Mail Composer powered by AI for personalized and responsive email content.

Answer:

C

Explanation:

Lightning Email Templates provide the best solution for configuring email templates for case updates and notifications. These templates offer flexible design options and the ability to use dynamic data merge fields, making them ideal for creating personalized and context-specific communications.

Question 2

Question Type: MultipleChoice

The consultant should set up "Edit the Case page layout to embed the Contact Details component on the Case page." This is the most efficient approach to streamline the agents' workflow and eliminate unnecessary navigation.

Ursa Major Solar has a Contact Support form with fields for the Subject and Description on its Experience Cloud site, that its customers can fill out to log a case. However, customers are experiencing long response times, because the case is often transferred to a different department before it can

be answered.

Which changes to the Contact Support form process should a consultant suggest to improve the response times?

Options:

- A- A Use Case Assignment rules to check for keywords in the subject or description and assign the case to a specialist queue that is appropriate for each keyword
- B- Use a record-triggered flow to detect keywords and assign the case to a specialist queue that matches the keyword.
- C- Add the Type field to the assigned Global Action as required, and then use a record trigger to assign the case to a specialist queue that is appropriate for each

Answer:

A

Explanation:

To improve the response times for cases logged via the Contact Support form on Ursa Major Solar's Experience Cloud site, it is recommended to implement Case Assignment Rules. By using Case Assignment Rules to check for specific keywords in the subject or description fields, cases can be automatically assigned to the appropriate specialist queue based on the detected keywords. This targeted assignment ensures that cases are handled by the most suitable department from the outset, reducing the need for transfers and thereby improving response times. This approach leverages Salesforce's built-in functionality to efficiently route cases based on content, which can be set up and maintained with minimal technical overhead. Reference: <https://help.salesforce.com/>

Question 3

Question Type: MultipleChoice

Your scenario includes deploying a new knowledge base for self-service customer support. Which channel-specific cut-over requirement promotes awareness and utilization?

Options:

- A- Integrating knowledge base articles within relevant chat conversations and case workflows.
- B- Providing prominent access points to the new knowledge base across various customer-facing

channels.

C- Conducting user training and awareness campaigns highlighting the new knowledge base and its benefits.

D- All of the above, creating a multi-pronged approach to encourage self-service adoption through the new knowledge base.

Answer:

D

Explanation:

encourage self-service adoption through the new knowledge base Comprehensive Detailed Explanation with Reference: Promoting awareness and utilization of a new knowledge base for self-service customer support involves several strategies: A. Integrating knowledge base articles within chat conversations and case workflows enhances relevance and timely assistance. B. Providing prominent access points across customer-facing channels ensures that customers can easily find and use the knowledge base. C. Conducting user training and awareness campaigns increases familiarity with the knowledge base's features and benefits. Implementing all these approaches simultaneously offers a comprehensive strategy to maximize adoption and effectiveness of the new resource.

Question 4

Question Type: MultipleChoice

Your customer wants to improve agent productivity. Which future functionality could be most impactful?

Options:

A- Implement knowledge base suggestions and AI-powered case deflection tools.

B- Develop automated workflows for repetitive tasks and case escalations.

C- Integrate self-service options and chatbots for simple customer inquiries.

D- All of the above, empowering agents with streamlined tools and automated processes.

Answer:

D

Explanation:

To improve agent productivity, combining knowledge base suggestions, AI-powered case deflection tools, automated workflows, and self-service options with chatbots provides a comprehensive approach. Each of these elements plays a crucial role in streamlining operations and reducing agent workload by automating routine tasks, providing quick access to information, and managing customer inquiries more efficiently. Therefore, option 'D. All of the above, empowering agents with streamlined tools and automated processes' is the most impactful, as it leverages multiple technologies to enhance productivity comprehensively. Reference: Salesforce Service Cloud Features

Question 5

Question Type: MultipleChoice

Universal Containers (UC) has a service report requirement to provide a snapshot of customers, including the service products they are using, case reason, and priority,

Which dashboard in Service Analytics should UC use? Sidebar-By

Options:

- A- Customer
- B- Open Cases
- C- Account Profile

Answer:

C

Explanation:

For Universal Containers, the 'Account Profile' dashboard in Service Analytics is the most suitable choice. This dashboard provides a comprehensive snapshot of customers, including details on the service products they are using, case reasons, and priority. It is specifically designed to consolidate customer-related information, making it an ideal solution for UC's reporting needs.

Question 6

Question Type: MultipleChoice

The consultant needs to specify the Inbound Flow Action in the channel setting, in addition to selecting the flow, to use the Omni-Channel flow for the Enhanced Bot.

During a workshop, management at a company explains that its contact center has specific teams supporting specific accounts. Customers generally contact the company through email. The case goes to a general queue, where the agents pick up the case manually.

Management would like available agents to receive the cases automatically so they do not pick cases. They also require that if the case cannot be directed to the correct agent, there is a fallback option. The agent can be assigned cases from different channels and would like this incorporated into the routing model.

Which setting in Email-to-Case should a consultant recommend the company utilize?

Options:

- A- Flow Settings
- B- Case Owner Settings
- C- Task Settings

Answer:

B

Explanation:

In the scenario where management wants cases to be automatically assigned to agents without manual selection and includes a fallback mechanism, the consultant should recommend utilizing the 'Case Owner Settings' in the Email-to-Case configuration. This feature allows the system to automatically assign incoming cases based on predefined rules and ensures that if a specific

agent isn't available, the case can be routed to a fallback queue or another available agent. This setting integrates seamlessly into the routing model, supporting different channels and ensuring efficient case handling.



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