

100% Pass Top-selling Service-Cloud-Consultant Exams - New 2023 Salesforce Practice Exam [Q96-Q119]



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Salesforce Service Cloud Consultant Dumps Service-Cloud-Consultant Exam for Full Questions - Exam Study Guide

Salesforce Service-Cloud-Consultant certification exam is designed for professionals who want to demonstrate their expertise in implementing and consulting on Salesforce Service Cloud solutions. Salesforce Certified Service cloud consultant certification is highly sought after by individuals who are looking to advance their careers in the Salesforce ecosystem, and it is a testament to their skills and knowledge in the field of customer service.

QUESTION 96

Support process: escalation queue if not responded in 2 hours within business hours until marked Urgent

which requires 24/7 resolution.

- * Workflow rule
- * Validation rules on case process field

- * Escalation rule to ignore business hours based on case criteria

QUESTION 97

UC has two customer service contact centers and each focuses on a specific product line. Each contact center has a varying call volume, contributing to a high operational cost for the company. UC wants to optimize the cost without compromising customer satisfaction. What can a consultant recommend to accomplish these objectives? Choose 2 answers.

- * Implement a customer self-service portal
- * Enable agents to transfer calls to other agents
- * Cross-train agents on both product lines
- * Prioritize customer calls based on their SLA

QUESTION 98

Cloud Kicks uses Social Customer Service to create and respond to customer cases. After closing a case, service agents are seeing duplicate cases the customer makes a new social post.

What should a consultant recommend?

- * Change the Run Apex As User to a service agent profile.
- * In Inbound Setting, set Enable Case Reopen to 3 days.
- * Establish Duplicate Rules to find similar cases.
- * Configure a Macro to close the duplicate case

QUESTION 99

Universal Containers; agents often need to access the same cases, contacts, and orders multiple times per day.

What should a consultant recommend to meet this requirement?

- * Create a custom list view for cases, contacts, and orders and pin them to the side bar.
- * Enable the ;Access Recent Items; user permission on the user profiles.
- * Enable the ;History; component within the Salesforce Console for Service.
- * Embed a ;Recent Items; Visualforce component into the Salesforce Console for Service.

QUESTION 100

When Service Reps view a Case, they often need to see the Case History of other Cases for that same Account.

How should a Consultant configure the Lightning Service Console to support this requirement?

- * Account tabs and Cases tab
- * Case tabs with Account subtabs
- * Account tab with Cases related list
- * Account tabs with Case Subtabs

QUESTION 101

Universal Containers has a single contact center that handles all service requests including chat, Cases, and web form submissions. It is important that Reps are assigned work evenly so that all requests are handled in the order they are received.

How would a Consultant address this requirement?

- * Configure Case Assignment Rules

- * Configure Omni-Channel with Most Available Routing
- * Configure Live Agent Skills-based Routing
- * Configure Omni-Channel with Least Active Routing

QUESTION 102

Which two capabilities of Lightning Knowledge ensure accurate content in Articles? Choose 2 answers

- * Approval Process that assigns an Article to a Reviewer Queue.
- * Knowledge Action to Publish an Article once the Article is approved.
- * Validation Rules for article record types to verify all fields during creation.
- * Data Category to assign an article record type to a Reviewer.

QUESTION 103

Universal Containers recently deployed a Salesforce Knowledge implementation, but is looking to evaluate the quality of the articles being produced.

What should the Consultant recommend to gather information on Knowledge article usefulness?

- * Contact Salesforce to send a report on article efficacy.
- * Send out a monthly survey to customers requesting feedback.
- * Install Knowledge Base Dashboards and Reports AppExchange package.
- * Create a group of super users that will evaluate and manage articles.

QUESTION 104

Universal Containers wants to offer its customers interactive chat as well as Case processing. The same team of Service Representatives will be handling both types of communication from customers. Which solution should a Consultant recommend to ensure that Service Reps are only assigned an appropriate number of issues?

- * Omni Channel
- * Process Builder Assignment
- * Live Agent
- * Case Assignment Rules

QUESTION 105

At Universal Containers, a support agent dedicated to one customer regularly handles complex integration-related cases. In these cases, the agent collaborates with Universal Containers product development team and the client's system integration. What would the consultant recommend to expedite the handling of these cases?

- * Build a repository of Knowledge articles related to integration and share it with the customer.
- * Enable Chatter case feed and add product development team members to the case team.
- * Create a related child case and assign the child case to the product development team.
- * Create a private Chatter group with customers and invite key individuals to join the group.

QUESTION 106

How can a Contact Center Manager see which Service Representatives have not accepted new Cases recently using the Lightning Service Console?

- * Omni-Channel Utility Component
- * Cases report sorted by Rep and Case Owner
- * Cases report sorted by Rep and Case CreatedDate
- * Omni-Channel Supervisor tab

QUESTION 107

Universal Containers needs to improve Customer Satisfaction, Average Handle Time, and First Call Resolution KPI scores across their Customer Service, Technical Support, and Field Service Contact Centers. Which two items should a Consultant consider to improve the KPI scores? Choose 2 answers

- * Service Console Knowledge Components
- * Service Console Profile Assignments
- * Data Categories and Article Actions
- * Data Categories and Article Types

QUESTION 108

Universal Containers (UC) created a new mobile app that enables customers to place orders and track fulfillment. UC wants to quickly embed customer service into the new mobile app. Which two features should be added to meet this requirement? Choose 2 answers

- * Salesforce Knowledgebase
- * Chatter Groups
- * Field Service Lightning
- * Service Cloud SOS

QUESTION 109

In order to satisfy the internal Enterprise Security requirements, Universal Containers would like to conduct a Disaster Recovery and Business Continuity exercise with Salesforce. This would involve taking the production copy and making sure agents can work from the production copy until production is restored. The results of the exercise are provided to Enterprise Security as part of an annual audit.

What should a Consultant recommend to support this exercise?

- * Allow the exercise to be done in a Production instance
- * Use a Full copy sandbox for the DR exercise
- * Use a Partial sandbox for the DR exercise
- * Use a Developer Pro sandbox for the DR exercise

QUESTION 110

A Global company requires public documents to be translated into multiple languages.

Which implementation should the consultant recommend?

- * Lightning Knowledge
- * Classic Knowledge
- * Salesforce Content
- * Salesforce Files

QUESTION 111

Universal Containers needs to customize Salesforce to improve its Support Agents' experience so they can work more efficiently.

Which two features requires Service Cloud?

- * Open multiple case records as tabs and sub tabs
- * Unique page layouts for each Case Record Type
- * Utility Bar
- * Access to Knowledge Articles

QUESTION 112

Universal Containers wants to unify channels and manage agent workload with Omni-Channel routing. What required step Should a consultant address before configuring Omni Channel?

- * Customize service channel settings to define how the organization receives work from various
- * Create a Salesforce Case to have Omni-Channel enabled.
- * Create the necessary objects in Salesforce.
- * From Setup, select Omni-Channel Settings and Select Enable Omni-Channel.

QUESTION 113

Universal containers is implementing salesforce knowledge and immediately wants to begin building a repository of frequently asked questions(FAQ) encountered by contact center agents. How can this be accomplished?

- * Create an FAQ article type and configure the enable suggested articles option in support settings.
- * Create an FAQ article type and enable the submit articles feature on the case close page layout.
- * Define a data category called FAQ and assign category visibility to users in the contact centre role.
- * Enable ideas for contact center agents and have them submit FAQ articles at the time a case is closed.

QUESTION 114

An Inside Sales Contact Center Manager would like to access the ROI of the Contact Center.

Which three metrics should the Manager use to access the ROI?

Choose 3 answers

- * Average queue time per agent
- * Number of leads created
- * Opportunities per channel
- * Cost per call
- * Number of sales queues

QUESTION 115

UC has two customer service contact centers and each focuses on a specific product line. Each contact center has a varying call volume, contributing to a high operational cost for the company. UC wants to optimize the cost without compromising customer satisfaction. What can a consultant recommend to accomplish these

objectives? Choose 2 answers.

- * Implement a customer self-service portal
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- * Cross-train agents on both product lines
- * Prioritize customer calls based on their SLA

QUESTION 116

UC wants to provide its 20 million customers with a portal where they can: Submit inquiries, Monitor the status of those inquiries, and View their contact information. To meet these requirements, which type of portal license would be most appropriate for the customers?

- * Partner portal
- * Service Cloud portal (Customer Community)
- * Enterprise admin
- * Sites

QUESTION 117

The Support Manager at Universal Containers has determined that there are five common case types that are always resolved during the first call. Additionally, the support manager noticed that support agents are sending similar emails to the customer for each case.

Which three solutions can a consultant implement to minimize the time it takes a support agent to create emails for these cases?

- * Implement Quick Text
- * Enable the Support Process for default email templates
- * Implement Macros
- * Implement Email-To-Case
- * Enable the support setting for default email templates

QUESTION 118

A consultant is working on a Service Cloud implementation with a fixed budget and timeline. The analysis phase of the project has just been completed. Additional requirements were discovered that will result in the project exceeding timeline and budget constraints. What is the first step the consultant should take to address the issue?

- * Adjust the dates in the project plan to account for the additional requirements and communicate the new timeline.
- * Add development resources to the project team to build out the additional requirements.
- * Adjust the project scope to accommodate new requirements and continue with the original project schedule
- * Document the requirements gap and communicate development options to the project team

QUESTION 119

Which feature should a Consultant recommend to allow a Tier 2 Service Representative to take over case processing from Tier 1 and know how far Tier 1 had progressed in troubleshooting?

- * Service Console Macros

- * Lightning Guided Engagement
- * Path for Cases
- * Lightning Flow Component

Salesforce Service-Cloud-Consultant certification exam is designed to test a candidate's knowledge and skills in various areas such as Service Cloud Solution Design, Service Cloud Implementation, Integration and Data Management, Service Cloud Analytics and Reporting, Service Cloud Maintenance, and more. Salesforce Certified Service cloud consultant certification exam requires a thorough understanding of the Salesforce platform and its various features and functionalities, as well as best practices for implementing and managing Service Cloud solutions.

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