

Service-Cloud-Consultant Hot Spot Questions - Service-Cloud-Consultant Questions Answers

Salesforce Service Cloud Consultant Practice Questions

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Salesforce Certified Service cloud consultant Sample Questions (Q263-Q268):

NEW QUESTION # 263

Universal Containers has determined that case list views are slow to load because of the large number of cases in the system. Which two actions will improve the performance of the list views? Choose 2 answers

- **A. Reduce the number of fields displayed.**
- B. Remove filter criteria from the views.
- **C. Filter the views by case owner.**
- D. Restrict visibility of the views.

Answer: A,C

NEW QUESTION # 264

Universal Containers has implemented a call-based response system. The call wait time has become too long and customer service is being affected. Management would like to find a way for their agents to handle more customer transactions per day.

Which two features should a Consultant recommend?

Choose 2 answers

- **A. Case Auto-Response**
- B. Escalation Rules
- C. Facebook Messaging
- **D. Chat**

Answer: A,D

NEW QUESTION # 265

What should a Consultant recommend to ensure Live Agent chat requests contain enough information for Reps to effectively respond?

- **A. Customize the Pre-chat form.**
- B. Customize the Lightning Console chat page.
- C. Configure a Live Chat Validation Rule.
- D. Configure Lightning Guided Engagement.

Answer: A

Explanation:

Explanation

Customizing the Pre-chat form is the recommended approach to ensure that Live Agent chat requests contain enough information for reps to effectively respond. A Pre-chat form is a form that customers fill out before starting a chat session with an agent. The form can collect information such as the customer's name, email address, phone number, reason for chat, or any other custom fields. The information from the Pre-chat form can be used to create or update records in Salesforce, such as contacts, cases, or leads. The information can also be displayed to the agent in the Service Console, so they can have more context about the customer and their issue. Verified References: Service Cloud Consultant Certification Guide & Tips, Set Up Pre-Chat Forms

NEW QUESTION # 266

Universal containers would like for articles to be suggested to agents based on information they are typing into the case. What solution should a consultant recommend?

- A. Create a salesforce console for service and enable the knowledge sidebar on the case page layout.
- B. Create a visualforce page called knowledge sidebar on the case page layout.
- C. Enable the knowledge sidebar related list on the case page layout.
- D. Enable the knowledge sidebar setting in the case support settings.

Answer: A

Explanation:

Creating a Salesforce console for service and enabling the knowledge sidebar on the case page layout is a solution that can enable articles to be suggested to agents based on information they are typing into the case. A Salesforce console for service is a workspace that allows agents to manage multiple cases and interactions on a single screen. The knowledge sidebar is a feature that shows suggested articles based on the case subject, description, or other fields in the console. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.console2_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.knowledge_sidebar_enable.htm&type=5

NEW QUESTION # 267

Which advantage does Salesforce provide with the OpenCTI framework?

- A. Agents can run their softphone at the operating system level, embedded in the task bar or system tray.
- B. Developers can integrate with any telephony platform available with minimal need for customization.
- C. Agents can use telephony on a wide range of browsers and operating systems while only developing once.

Answer: C

Explanation:

Salesforce's OpenCTI (Computer Telephony Integration) framework offers the advantage of allowing agents to use telephony across various browsers and operating systems without the need for multiple developments.

This cross-platform compatibility ensures a consistent user experience and simplifies telephony integration within Salesforce, enhancing efficiency and accessibility for service agents.

NEW QUESTION # 268

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