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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q192-Q197):

NEW QUESTION # 192
How should a Consultant provide Suggested Article functionality to Lightning Service Console users?

- A. Create email templates with Knowledge Articles attached.
- B. Add the Suggested Article widget to the Case page layout.
- C. Add the Knowledge Component to the Service Console.
- D. Add the Knowledge tab to the Console app.

Answer: C

NEW QUESTION # 193

Service agents at Cloud Kicks report spending a lot of time on similar cases, such as reset password requests.

Agents will typically select an email template with password reset instructions, send an email to the customer, and update the case status to 'Responded'.

What is the recommended feature to improve productivity?

- A. Macros
- B. Service Console
- C. Lightning Utility Bar
- D. Quick Text

Answer: A

Explanation:

Explanation

Macros are a feature that can improve productivity for service agents who spend a lot of time on similar cases, such as reset password requests. Macros are tools that allow agents to automate common or repetitive tasks on a record, such as sending an email or updating a field. Macros can help agents save time and avoid errors when working on similar cases. Verified References: : https://help.salesforce.com/s/articleView?id=sf.console2_macros_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.console2_macros_create.htm&type=5

NEW QUESTION # 194

Ursa Major Solar (UMS) provides customers with remote monitoring of solar panels. When there are issues with the service, such as a power outage, UMS needs to provide service agents, operations teams, and customers with full visibility into the issue.

What is the recommended feature to meet the requirements?

- A. Workforce Engagement
- B. Field Service Management
- C. Incident Management

Answer: C

Explanation:

Incident Management in Salesforce is designed to provide visibility and coordination during service disruptions or issues. For Ursa Major Solar, this feature would allow service agents, operations teams, and customers to have a centralized view and updates on power outages or service issues, facilitating communication and resolution efforts across all stakeholders involved in the incident.

NEW QUESTION # 195

Universal Telco sells and supports a line of smart phones. The company offers support via phone, email-to-case, web-to-case, and a customer portal. The call center manager is incented to drive support through customer self-service. Which report should be included on the manager's dashboard? Choose 3 answers

- A. Escalated Calls
- B. Knowledge Article Usage
- C. Cases by Support Channels
- D. Average Call Handle Time
- E. Number of Portal Logins per Day

Answer: B,C,E

NEW QUESTION # 196

Universal Containers wants a mechanism that provides customers access to product installation guides, warranty information.

What solution should the consultant recommend to meet this request?

- A. Deploy a Partner Central Community.
- B. Implement Recommended Articles.

- C. Configure Web-to-Case.
- D. Create a Customer Experience Cloud site.

Answer: D

NEW QUESTION # 197

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