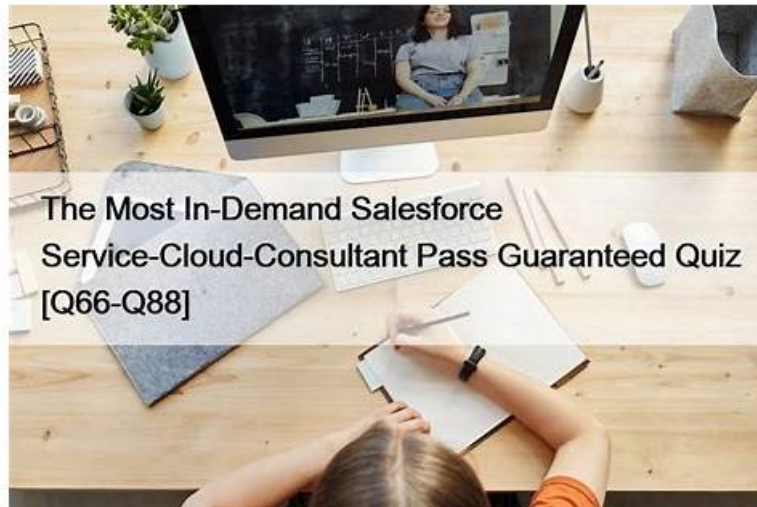


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What is the duration of the Service-Cloud-Consultant Exam

- Number of Questions: 60
- Passing Score: 67%
- Format: Multiple choices, multiple answers
- Length of Examination: 105 minutes

Salesforce Certified Service cloud consultant Sample Questions (Q94-Q99):

NEW QUESTION # 94

Cloud Kicks provides support to customers through voice, web, and chat channels. Cases are routed to service agents based on availability and skills. When agents encounter issues, they can raise a flag. Supervisors need to respond to flags and provide responses that only the agent can view.

What is the recommended solution to meet the requirements?

- **A. Omni-Channel Supervisor**
- B. Screen Flow
- C. Case Escalation Rules
- D. Einstein Case Routing

Answer: A

Explanation:

Explanation

Omni-Channel Supervisor is a solution that can enable supervisors to respond to flags and provide responses that only the agent can view. Omni-Channel Supervisor is a tool that allows supervisors to monitor and manage the work and performance of agents in real time. Omni-Channel Supervisor can help supervisors respond to flags raised by agents who encounter issues and provide private coaching messages that only the agent can see. Verified References: :

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

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

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

NEW QUESTION # 95

Support agents at Universal Containers are entering customer contact information in multiple ways.

Management is concerned about the high likelihood of duplicate customer contact information being entered.

What should the consultant recommend to prevent duplicate records from being created?

- **A. Configure and activate Duplicate Management.**
- B. Grant "View All Data" and instruct them to search.
- C. Implement Apex triggers for Contact.

Answer: A

Explanation:

To prevent duplicate customer contact information, the recommended approach is to configure and activate Salesforce's built-in Duplicate Management feature. This feature allows for the creation of duplicate rules and matching rules to identify and prevent duplicates at the point of entry. It can be applied to standard objects like Contacts and can provide users with alerts or block duplicates based on the rules set. This proactive approach ensures data quality without requiring excessive manual intervention or extensive access rights like

"View All Data."

NEW QUESTION # 96

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 ?what required step should a consultant address before configuring omni channel ?

- A. From setup select omnichannel and select enable omni channel
- B. create the necessary objects in SF
- **C. customize service channel settings to define how the org receives work various sources**
- D. Create SF cases to have omni channel enabled

Answer: C

Explanation:

Explanation

Customizing service channel settings to define how the org receives work from various sources is a required step that the consultant should address before configuring Omni-channel. Service channels are settings that allow administrators to specify how different types of work items, such as cases, chats, or leads, are routed and handled by Omni-channel. Service channels need to be defined

and enabled before setting up routing configurations and rules for Omni-channel. Verified References: :
https://help.salesforce.com/s/articleView?id=sf.omnichannel_overview.htm&type=5 :
https://help.salesforce.com/s/articleView?id=sf.omnichannel_service_channels.htm&type=5

NEW QUESTION # 97

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?

- A. Configure Live Agent Skills-based Routing
- B. Configure Case Assignment Rules
- C. **Configure Omni-Channel with Most Available Routing**
- D. Configure Omni-Channel with Least Active Routing

Answer: C

NEW QUESTION # 98

Cloud Kicks uses Service Cloud and Slack. For difficult cases service agents want to create a swarm in Slack to pull in experts from multiple How should the consultant recommend an agent launch a swarm?

- A. Scheduled flow
- B. Apex Trigger
- C. **Quick Action**
- D. Dynamic Form

Answer: C

Explanation:

A quick action is the recommended way to launch a swarm in Slack from Service Cloud, because it allows agents to create a Slack channel, invite experts, and share case details with one click. A quick action can be added to the case page layout or the case feed2

Verified References: 2: Create a Swarm in Slack

NEW QUESTION # 99

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Service-Cloud-Consultant Practice Exam: <https://www.testvalid.com/Service-Cloud-Consultant-exam-collection.html>

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