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Salesforce Certified Service cloud consultant Sample Questions (Q108-Q113):

NEW QUESTION # 108

The Support Manager at Universal Containers is getting inaccurate agent performance reports. After researching the data, the Salesforce Administrator has identified hundreds of cases that are closed, but still owned by a queue.

Which two solutions should a Consultant recommend to correct this problem? Choose 2 answers

- A. Create a case validation rule to ensure cases are owned by a user when closed.
- B. Create a Process Builder and Flow to change the owner on closed cases.
- C. Use a data tool to update the owner field on closed cases.
- D. Create a case assignment rule to ensure cases are owned by a user when closed.

Answer: C,D

Explanation:

Explanation

Case assignment rules are rules that automatically assign cases to users or queues based on certain criteria.

You can create a case assignment rule to ensure that cases are owned by a user when they are closed, by setting the criteria to match the closed case status and the action to assign the case to the user who last modified it. This way, you can prevent cases from being closed while still owned by a queue. To correct the existing problem of hundreds of cases that are closed but still owned by a queue, you can use a data tool such as Data Loader or Import Wizard to update the owner field on those cases in bulk. Verified References: [Case Assignment Rules] and [Data Tools]

NEW QUESTION # 109

Universal Containers has defined a set of steps that each Case must go through, from submission to closure. In addition, each step must be completed within a specific amount of time.

What approach should a consultant recommend to meet these requirements?

- A. Define Entitlement and Milestones.
- B. Use Process Builder with Scheduled Actions
- C. Configure Case Escalation Rules.
- D. Enable Omni-Channel Routing.

Answer: A

Explanation:

Entitlements and milestones are features that help you track service contracts and service level agreements (SLAs) in Salesforce.

Entitlements are units of customer support, such as phone support or web support, that specify what kind of support a customer is eligible for. Milestones are time-dependent tasks that represent required steps in your support process, such as first response time or resolution time. By defining entitlements and milestones, you can ensure that each case goes through the set of steps required by your SLA and meets the time limits for each step. Verified References: [Entitlement Management]

NEW QUESTION # 110

Cloud Kicks wants to standardize its service KPIs for response time and first case closure rates.

Individual service agents, team leaders, regional directors, and the VP of service should see the same KPIs calculated using only the data the user can access.

What is the recommended running user to meet the requirements?

- A. Let the dashboard viewers choose
- B. The user creating the dashboard
- C. The VP of service
- D. The dashboard viewer

Answer: D

Explanation:

Explanation

The dashboard viewer is the recommended running user to meet the requirements of standardizing the service KPIs for response time and first case closure rates. The dashboard viewer is a setting that allows the dashboard to display data according to the security settings of the user who is viewing it. This means that each user will see the same KPIs calculated using only the data they can access. Verified References: :

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

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

NEW QUESTION # 111

The contact center at Universal Containers offers support through phone, email, public website, and a Community. The contact center manager wants to demonstrate the success of recent self-service initiatives to executive management. Which two reports should the contact center manager present to executive management? Choose 2 answers

- **A. Number of cases created using Communities by month.**
- B. Number of Knowledge articles created each month.
- **C. Number of cases closed by self-service users.**
- D. Average call handle time by team.

Answer: A,C

Explanation:

Explanation

These two reports are useful for demonstrating the success of self-service initiatives, as they show how many customers are able to resolve their issues without contacting an agent, and how many customers are using the Community as a channel for support. These reports can indicate a reduction in case volume and an increase in customer satisfaction. Verified References: [Salesforce Help: Self-Service Metrics] and [Salesforce Help: Community Reports]

NEW QUESTION # 112

Cloud Kicks (CK) wants to correlate its Customer Satisfaction ratings to service center call metrics, CK has identified Average Speed of Answer as a leading indicator to predict Customer Satisfaction.

What should the consultant explain about Average Speed of Answer?

- **A. It is skewed by calls that are quickly answered**
- B. It includes blocked and abandoned calls.
- C. It captures the same information as First Call Resolution.
- D. It is the typical experience of a caller.

Answer: A

Explanation:

Explanation

The consultant should explain that Average Speed of Answer (ASA) is skewed by calls that are quickly answered. ASA is a metric that measures the average time that callers wait in the queue before being connected to an agent. ASA can be affected by outliers, such as calls that are answered immediately or calls that are abandoned after a long wait. ASA can be misleading if it does not reflect the typical experience of a caller or the performance of an agent. Verified References: :

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

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

NEW QUESTION # 113

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