

Service-Cloud-Consultant Reliable Exam Sample | Service-Cloud-Consultant Free Practice Exams



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Salesforce Certified Service cloud consultant Sample Questions (Q113-Q118):

NEW QUESTION # 113

Metrics show that Universal Containers has a high call abandonment rate using Service Cloud Voice. Which strategy should a consultant recommend?

- A. Set up escalation rules.
- B. Set up assignment rules and case queues.
- C. Set up self-service Knowledge.

Answer: C

Explanation:

To address a high call abandonment rate using Service Cloud Voice, setting up a self-service Knowledge base is a strategic recommendation. By providing customers with access to a Knowledge base, they can find answers to their queries without waiting in call queues, reducing the volume of calls and, consequently, the abandonment rate. This solution enhances customer experience by offering immediate self-help options while optimizing call center operations.

NEW QUESTION # 114

Cloud Kicks use a Console App to support users. Service agents open an Account workspace tab and multiple subtabs for the Case, Contact and service Contract. Service agents would like to share links to recently opened subtabs with other users to swarm on cases.

What should a consultant recommend to meet the requirements?

- A. Recent Items set to Account object.
- B. History Utility in the Utility bar.
- C. Screen flow launched from a global action.
- D. Actions & Recommendations component.

Answer: B

Explanation:

History Utility in the Utility bar is a feature that can enable service agents to share links to recently opened subtabs with other users to swarm on cases. History Utility is a tool that allows agents to view their recently accessed records or tabs in the service console. History Utility can help agents quickly return to a prior case and copy the URL of the subtab to share with other users. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.console2_history_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.console2_history_share.htm&type=5

NEW QUESTION # 115

A Contact Center Manager is implementing a new customer care program and wants to specifically measure customer loyalty. Which three measures satisfy this requirement? Choose 3 answers

- A. customer satisfaction Survey
- B. Customer Purchase History
- C. Customer Support Requests
- D. Service Level Agreement
- E. Net promoter Score

Answer: A,B,E

NEW QUESTION # 116

Universal Containers assigns its contact center agents to certain interaction channels and would like to optimize the agents' desktop based on their assigned interaction channels.

What is the best solution?

- A. Create multiple agent console applications and configure the layout based on the user's requirements.
- B. Create multiple Salesforce Console for Service applications and configure them based on user's requirements.
- C. Create a Salesforce Console for Service layout and allow the agents to drag and drop the components

they need.

- D. Create case page layouts for each interaction channel and assign them to different agent profiles.

Answer: B

NEW QUESTION # 117

Using the Lightning Service Console, how can a contact center manager see which service agents are currently available to accept new cases?

- A. Omni-Channel Supervisor tab
- B. Omni-Channel Analytics
- C. Omni-Channel Utility component

Answer: A

Explanation:

The Omni-Channel Supervisor tab in the Lightning Service Console provides real-time visibility into the status of service agents, including who is currently available to accept new cases. This feature allows contact center managers to monitor and manage agent availability and workload effectively, ensuring efficient case distribution.

NEW QUESTION # 118

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