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Salesforce Certified Service cloud consultant Sample Questions (Q184-Q189):

NEW QUESTION # 184

Case escalation rules triggered on the last modification will be reset each time a user does which of the

following actions?

- A. Reads the case
- **B. Edits the case**
- C. Adds a related comment to the case
- D. Adds an activity or sends an email from the case record
- E. All of the above

Answer: B

NEW QUESTION # 185

A company has implemented Salesforce Service Cloud. The company needs Key Performance Indicators (KPIs) to ensure that its customer support service center is profitable. Which three metrics can be used to help executive management understand service center costs? Choose 3 answers

- A. All Cases by Customer
- **B. All open Cases by Priority**
- **C. All open cases by Channel**
- **D. Case resolution time**
- E. All Cases closed Month-to-date

Answer: B,C,D

NEW QUESTION # 186

Universal Containers has Technical Support and general Customer Service teams that use unique Service Console applications. Which two configurations should a Consultant use when deploying the console? Choose 2 answers

- **A. Assign users the Service User license on their User record.**
- B. Assign users to a Public Group with access to the service console app.
- C. Assign users to a Permission Set granting the Service User license.
- **D. Assign users to a Permission Set with access to the service console app.**

Answer: A,D

NEW QUESTION # 187

Universal containers wants to assign support agents to handle only specific interaction channels based on one of the following channel groupings a) Phone b) Phone and email c) Social media (facebook and twitter). What should a consultant recommend to accomplish this?

- **A. Create a unique case page layout for each channel grouping.**
- B. Create an agent role for each channel grouping.
- C. Create a service cloud console to support all channel groupings.
- D. Create an agent profile for each channel grouping.

Answer: A

NEW QUESTION # 188

the support manager at universal containers wants to see monthly historical metrics for first call resolution by call center and agent. Which reporting should consultant recommend

- A. Report Subscriptions by call center
- **B. Reporting Snapshots by call center**
- C. Case report grouped by call center
- D. Dynamic Dashboard by Call Center

Answer: B

Explanation:

Explanation

Reporting Snapshots by call center is a reporting tool that can enable the support manager at Universal Containers to see monthly historical metrics for first call resolution by call center and agent. Reporting Snapshots allow administrators to capture point-in-time data from reports and store them as records in custom objects. These records can then be used to create historical trending reports that show how data changes over time. Verified References: :

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

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

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

NEW QUESTION # 189

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