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Salesforce Certified Service cloud consultant Sample Questions (Q233-Q238):

NEW QUESTION # 233

Cloud Kicks wants to offer its customers a more personalized, flexible service experience beyond emails, phone calls, and chatbots. What should the consultant recommend to meet this requirement?

- A. Salesforce Knowledge
- **B. Messaging apps**
- C. Social media

Answer: B

Explanation:

To offer a more personalized and flexible service experience, integrating messaging apps into the service strategy is recommended. Messaging apps allow for asynchronous, convenient communication that can enhance customer engagement and satisfaction by catering to their preferences for quick, informal interactions.

NEW QUESTION # 234

Universal Containers has tested skills-based routing in a sandbox and is ready to deploy to production. Which two deploy solutions should a consultant to ensure skills-based routing is operational in Production?

- **A. Data Loader**
- B. Data Import Wizard
- **C. Change Sets**
- D. Mass Transfer Records

Answer: A,C

Explanation:

Explanation

Change Sets and Data Loader are deploy solutions that should be used to ensure skills-based routing is operational in Production. Change Sets are collections of metadata components that can be deployed from one Salesforce org to another. Change Sets can be used to deploy the configuration settings for skills-based routing, such as the skills, skill assignments, routing configurations, presence configurations, or service channels. Data Loader is a tool that can be used to insert, update, delete, or export records in Salesforce. Data Loader can be used to deploy the data records for skills-based routing, such as the work items, agents, queues, or routing priorities. Verified References: Service Cloud Consultant Certification Guide & Tips, Change Sets Overview, Data Loader Overview

NEW QUESTION # 235

The Universal Containers contact center 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 closed by a self-service user**
- **B. Number of cases created - - Site by month**
- C. Average call handle time by team.
- D. Number of IVR inquiries without agent involvement.

Answer: A,B

Explanation:

Number of cases created by site by month and Number of cases closed by a self-service user are reports that the contact center

manager should present to executive management to demonstrate the success of recent self-service initiatives. These reports can help measure the impact and effectiveness of self-service channels, such as public website and community, on reducing the case volume and increasing the customer satisfaction.

For example:

* Number of cases created by site by month is a report that shows the distribution and trend of case creation across different sources, such as phone, email, web, or community, over time. This report can help evaluate the adoption and usage of self-service channels by customers, as well as compare the case volume and workload between different channels.

* Number of cases closed by a self-service user is a report that shows the number and percentage of cases that were resolved by customers themselves without agent involvement. This report can help assess the quality and effectiveness of self-service resources, such as knowledge articles, FAQs, forums, or chatbots, as well as measure the cost savings and customer satisfaction from self-service resolution.

Verified References: [Service Cloud Consultant Certification Guide & Tips], Create Reports and Dashboards for Self-Service

NEW QUESTION # 236

Support managers have requested the ability to provide real-time feedback to agents during customer chat sessions. Which feature should a consultant configure to meet this requirement?

- A. Chatter
- B. Flow Orchestrator
- C. Omni-Channel Supervisor

Answer: C

Explanation:

Omni-Channel Supervisor is a feature designed to provide real-time visibility into agents' work and chat sessions. It allows support managers to monitor live chat sessions and offer immediate feedback or assistance to agents, enhancing the quality of customer service and agent performance.

NEW QUESTION # 237

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

Answer: B,C

NEW QUESTION # 238

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